

FREQUENTLY ASKED QUESTIONS

“PROJECT SAFE HAVEN”

A collaboration with the hospitality sector to save lives

“Do it and do it now. Err on the side of taking action.” — Bill Marriott

What is COVID-19 DV Hotel Program?

Project Safe Haven is a collaborative effort by the Los Angeles Mayor’s Fund, Mayor’s Office and Philanthropic donors to secure hotel rooms to provide a way for neighbors who are not safe in their homes due to domestic violence to heed the County Health Order to stay inside and be protected from the spread of Coronavirus.

As we implement more restrictive containment measures, Domestic Violence victims become particularly vulnerable. While we have seen overall calls to law enforcement decline during this time, calls for DV continue to increase. Children being home from school, financial insecurity, isolation, and an inability to utilize normal coping mechanisms due to limited mobility are some of the factors that cause a spike in our DV related crime. The current DV shelter capacity is full and ‘shelter in place’ orders limit traditional exit options for survivors reducing turnover and limiting intake of new victims. As a result, in Los Angeles County, Domestic Violence Shelter organizations are turning away 90 victims per week due to lack of shelter beds.

Why should I participate in Project Safe Haven?

Project Safe Haven is an opportunity for the hospitality industry to step up and save lives. A chance to convert its values of welcoming and serving people into a life-saving endeavor. Recognizing how hard the crisis has been for this sector, the program also offers economic relief for the hotels who participate through these business transactions. We see an opportunity for mutual business and public health & safety benefits with your voluntary participation in the program. We want to support you, so you can support us.

What are the business terms?

A City backed Community Based Non-Profit Organization (CBO) will enter into an Operating Agreement with your hotel **for a 90-day period, with options to extend.** The CBO will pay your hotel a reasonable, agreed-to daily rate based on actual occupancy at the hotel. At the end of the term of the Agreement, the **City will return the property to you in the condition it was received in.**

The hotel’s services, among others, will include:

- Standard housekeeping & janitorial services
- Laundry service
- Check-in / desk service
- Security Services

The CBO's services, among others, will include:

- Providing a weekly food stipend to all hotel guest
- Conduct weekly room inspections
- Assess for safety with the client and develop a safety plan;
- Assess for preliminary needs (clothes, formula, diapers, etc.) and determine existing resources;
- Connect and refer clients with existing resources (Department of Public Social Services (DPSS), Unemployment Insurance, CalWORKs, etc.);
- Develop exit plans with each client not eligible for permanent housing support

Who will be staying at the hotel?

Your hotel rooms will be temporary shelter for individuals & families who are experiencing domestic violence.

What services will the City provide?

The Mayor's Fund of Los Angeles (MFLA) will contract with a service provider experienced in working with people experiencing domestic violence to operate this program at your hotel. Staffing will include an Intake Coordinator who will book rooms for clients as needed, telephonic Case Manager, a Room Inspector, & Program Manager. These social services professionals will offer support and care to guests, responding to needs as they arise and connecting guests with external (telephonic) resources as necessary. They will monitor guest behavior to ensure program rules are followed, provide daily mental health and wellness checks of guests, and respond to crises that might arise.

Who is responsible for security?

The Hotels existing security staff will be utilized for this program.

How will meals be provided?

The City will provide each family with a rechargeable master card that can be used at grocery stores. This card will be filled weekly with a pre-determined amount for grocery purchases.

What if guests have a mental illness or behave erratically?

These are challenging times for all Angelenos as we confront fears about our health and the difficulty of living apart from each other. Victims of domestic violence have experienced trauma which can manifest in a number of ways. The CBO's have a long history of working with people who have experienced domestic violence and could face challenges or otherwise struggle during these times. These staff will employ crisis intervention techniques that can effectively and successfully defuse heightened emotions. If the staff is unable to de-escalate the situation the LAPD Domestic Abuse Response Team (DART) consisting of a specially trained LAPD officer and a non-profit DV advocate will be called by the CBO to ensure that police response is trauma informed.

Is there any screening of guests?

The CBO will do an initial assessment over the phone to ensure that the client is a good fit for the program. During the case managers daily call, they will assess for COVID-19 symptoms. If a client is experiencing symptoms, they will be referred to a City testing site and transportation to that test will be provided. The program's focus is to help as many vulnerable people as possible to shelter inside.

How will guests be expected to behave?

Guests staying at your hotel as part of this program will be expected and reminded to treat the property, the staff, and the other guests with respect. Intake staff will review the rules and standards of behavior for your property with guests. Within 24 hours of arrival the room inspectors will have clients sign a contract agreement outlining rules, expectations, and reasons that would justify exit from the program. Guests will be expected to keep their room orderly and free from debris. Those who are not part of the program will not be allowed to visit guests. Alcohol and drugs will not be permitted on the hotel property. Acts of actual or threatened violence will result in immediate termination from the program.

Will hotel staff be safe from COVID-19 infection?

To protect both staff and guests from possible infection, social distancing will be practiced and hotel staff interaction with guests will be minimized.

Will guests be allowed to leave their rooms or congregate?

The goal of Project Safe Haven is to offer those who are experiencing domestic violence a safe place to shelter inside as mandated by the County Public Health Order. Guests are expected to abide by the Health Order, which means only leaving their rooms to engage in critical activities, like going to the pharmacy or grocery store, taking a walk, or visiting the doctor. Guests are allowed to engage in these activities from the morning until no later than 10 PM and are educated in the need to practice social

distancing when outside of their rooms. Congregating with non-household members won't be allowed.

How will check-in/out be handled?

Your hotel should follow its normal check-in and check-out procedures so that the CBO's can be billed appropriately for occupied rooms. At guest check-out, hotel staff will inspect each room, accompanied by the room inspector, to document and confirm its condition.

What happens if there is damage to a room or hotel property?

The City will be responsible for the cost to repair damage to the room or hotel property caused by guests, the City or its vendors.

How will Transient Occupancy Tax (TOT) be paid?

The CBO will be responsible for the cost of any Transient Occupancy Tax (TOT) charged to the hotel.