

EXHIBIT 5



Sojourner House

Committed to ending domestic and sexual violence

February 2, 2018

Chris Carcifero
Department of Housing and Community Development
169 Main Street
Woonsocket, RI 02895-4379

RE: Mandatory Onsite Inspections Pertaining to Emergency Solutions Grant Funding

Dear Mr. Carcifero:

I am in receipt of your January 4th letter regarding our emergency shelter for victims of domestic violence that is located in Woonsocket.

At this time, I am writing to respond to the four (4) findings that were enumerated in this letter. I am providing detail to my responses and a significant amount of back-up documentation, as there were a number of statements made in the January 4th letter that are factually inaccurate.

The first finding was labeled, "**Lack of Institutional Compliance.**" As you are aware, the City performed an inspection at our emergency shelter on [REDACTED] on October 6, 2017 (I am omitting the exact address due to confidentiality; the program houses women and children who have been victims of domestic violence). A number of issues were identified with the physical building which Sojourner House has subsequently worked to rectify. A second inspection was conducted on November 21, 2017, with most of the previous issues having been remedied. As of today's date, there are three remaining items to address:

- (1) A fallen tree in the back yard needs to be removed. Pick-up has been scheduled for Monday, February 5, 2018.
- (2) Gutters in the front of the building need to be repaired. Repairs have been delayed several times due to inclement weather; however, we have scheduled for this repair to take place on Saturday, February 3, 2018.
- (3) Additional electrical work needs to be completed. The previously cited electrical work ("properly provide pull station at rear bedroom exterior door") has already been completed as of January 10, 2018 and it did pass inspection by the fire department. However, in the process of doing this work, the electrician identified the need to install a horn as well. A permit was pulled for this on January 18, 2018, and the licensed electrician we are working with is waiting for this permit to be approved in order to complete the work.

It is our understanding that these are the only three remaining items from the physical inspection that we need to address. We are prepared to schedule an additional inspection with the City of Woonsocket the first week of February unless you would prefer to wait for the additional electrical work to be done as well.

However, I do want to address a number of "causes" in this first finding that are not accurate; namely:

386 Smith Street | Providence, Rhode Island 02908 | www.SojournerRI.org
Administration: 401.861.6809 Fax: 401.861.6157 | Court Office: 401.458.3372 Fax: 401.458.3373
Helplines: 401.765.3232 | 401.658.4334 | Advocacy: 401.861.6191



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- (1) The letter asserts that "...the facility at ... [REDACTED] has been allowed to dilapidate in condition beyond wear and tear and no preventative maintenance was being administered." This is not true. Over the past seven years, since the re-opening of our shelter in 2011, we have provided on-going maintenance to the facility and addressed building repairs as needed. In fact, in 2017 we entered into a formal written agreement with the Women's Development Corporation ("WDC") to provide routine and as-needed maintenance to the facility. (Please see a copy of this agreement at APPENDIX A). The WDC can attest to the fact that they are a regular presence at our shelter and provide maintenance to items as they arise.
- (2) The letter also asserts that a May 17th inspection by HUD was "ended abruptly" due to "interference" from Sojourner House. Kelly Henry, our Director of Residential Advocacy, and myself were present at this inspection. We provided a tour to the HUD official of the shelter, and we did not "interfere" with his examination of the premises. We did not receive any further oral or written communication about this site visit, either from the federal HUD office, or the City of Woonsocket, until this January 4, 2018 letter.
- (3) The letter further states that Sojourner House "has not shown combined/contributed additional funding sources" to pay for maintenance costs. This is also not true, as we receive a variety of federal and foundation grants, in addition to private donations, that are used to pay for expenses related to our emergency shelter. Please see APPENDIX B for a list of just some of the additional funding sources that we received in the 2017 calendar year to support our shelter operations, which include maintenance expenses.

Finding #2 of the January 4th letter is labeled, "**Violation of the Healthy Homes Repair Cost Assistance Program.**" However, this section of the letter is confusing, because although it asserts that Sojourner House is in violation of this program, it doesn't explain how it is in violation. The letter simply says that "Sojourner House has not complied and is in violation with the Healthy Homes Repair Cost Assistance Agreement." The same wording from the first violation is used to say that the agency has allowed the facility to "dilapidate in condition beyond the normal wear and tear and no preventative maintenance was being administered over the last seven (7) years." As we indicated in our response to this first finding, this is not true. We have regularly provided routine and as-needed maintenance to the facility.

Further, Finding #2 goes on to say that an inspection was performed on April 17, 2015 by a staff member of a non-profit (Neighborworks Blackstone River Valley, or "NBRV"). This is true; Sojourner House did utilize the services of Stan Eason from NBRV. The letter states that this individual was not and still is not qualified to perform such inspections. We are puzzled by what relevance an inspection from 2015 has on our current funding in 2017-18, especially since the Consolidated Homeless Funding ("CHF") Committee is the one who required these annual inspections in order to apply for grant funds, but they never questioned this 2015 inspection by Mr. Eason or any other inspection he has done for us. Nonetheless, we did confirm with NBRV that Stan is a licensed lead inspector, covered by NBRV's general contractor license, as well as a 203K consultant for HUD. (Please see APPENDIX C for documentation related to Mr. Eason's qualifications.)

The next paragraph under Finding #2 states that the "Executive Director at the time of the first and second inspections claimed that the facility in question had never been inspected." It is unclear what is meant by the "first and second inspections," as they are not defined, but we can infer that reference may be made to the October and November 2017 inspections. However, I never stated at either inspection



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(nor would I state, because it is not true) that the facility had never been inspected. It is inspected at least annually, as evidenced by these CHF inspection forms, in addition to the routine maintenance that we have done. Further, we routinely have contractors out to the facility to repair and maintain the shelter.

Finally, Finding #2 claims that Sojourner House has failed 6 of 11 criteria under CHF's Manual, and we "should have not passed" an inspection from April 2015. Again, it is difficult to ascertain how the condition of the shelter in 2015 is relevant to our funding today in 2018. It is also impossible to dispute whether or not our shelter would have passed inspection in 2015, as that was almost 3 years ago. We don't understand the relevance of discussing a 2015 inspection, but we are willing and able to work with the City to resolve any remaining maintenance issues with the shelter that we are in the process of remedying.

Finding #3 states that a "**Facilities Management/Maintenance Plan**" and a "**Fire/Safety Life Plan**" are required. Please note that Sojourner House has never been asked to produce these documents to the City; if we had been asked, we would have provided this documentation. We are attaching our current Facilities Management/Maintenance Plan, which is our written contract with the WDC (already referenced in this letter, and available at APPENDIX A), along with our Fire Safety Life Plan, available at APPENDIX D of this document.

Finding #4 is perhaps the most puzzling. It is labeled, "**Social Service Plan for Residents Internally and Coordination with Outside Agencies.**" Finding #4 makes several unsubstantiated claims, including that residents had not been informed of the inspection (they had, in fact been informed) and that the inspection had to be conducted while one of the residents was still in bed. While the latter statement is true, it did not interfere with the inspection, and the resident got up when the bedroom was being inspected and did not interfere with the inspection, so it is not clear why this is relevant. While some shelters require residents to exit the facility at a certain time each morning, our shelter is designed so that the women and children are allowed to access the space throughout the day. Therefore, the resident was in her bedroom at this time.

Further, Finding #4 states that it was "noticeable" that there was "little interaction" between staff and clients, along with a "plan to assist residents." The letter goes on to say that there "looked to be a lack of services provided to assist clients with the recovery process." The next paragraph goes even further to say that there wasn't any "coordinating services from outside agencies." It is important to note that the inspections in October and November of 2017 were always described to Sojourner House as physical building inspections. We were not told that our programming was going to be evaluated, nor were any questions asked of myself, our clients, or our staff members about the programming, supportive services, referrals and assistance that we provide to shelter residents. This statement that there "looked to be a lack of services" is wholly unsubstantiated and not based on any fact. I have attached in APPENDIX E a list of programming and services that are made available to clients in our emergency shelter. I have also attached in APPENDIX F a list of agencies that we work closely with and make referrals to for the benefit of our clients.

It is worth noting that Sojourner House's services for our clients have actually been recognized both locally and nationally for the scope of support that we provide. In 2016, we were presented with a Providence Business Award for "Excellence at a Social Service Agency," and the Rhode Island

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Foundation presented us with an "Innovation" award earlier that same year. In 2015, we received a \$100,000 gift from the New England Patriots to support our transitional housing program, and the note that Robert Kraft sent with the check said, "*Sojourner House has been there for so many. I am impressed with the results and the life saving impact you have on those you serve.*" Most recently, at the end of 2017, we were one of four (4) agencies nationwide that was presented with an award from the Mary Byron Project specifically for our innovative work with the LGBTQ population.

Sojourner House has worked diligently to create supportive, empowering programs for the adults and children that we serve in our residential and community programs. We would be more than happy to speak to you or anyone else in the City of Woonsocket about our programming, individual case management we provide to clients, and the partnerships we have built with other community organizations.

In closing, we look forward to working with the City of Woonsocket to resolve any remaining issues with the physical inspection at our [REDACTED] property so that we can have our grant award funds released. As you may be aware, we are the only domestic violence agency that serves the Woonsocket area, and last year alone (in 2017), we served over 3,000 clients in all of our programs across the state. There is a great need for our services, and we look forward to working with the City to continue providing critical housing and supportive services for victims of abuse.

Please do not hesitate to contact me at (401) 861-6191 or vvolz@sojournerri.org if I can provide additional assistance or answer any remaining questions you may have.

Sincerely,

Vanessa Volz, J.D.
Executive Director

Enclosures:

- Appendix A – On-Demand Management Services Agreement with SDC/HOC
- Appendix B – Additional Funding Sources that Pay for Shelter Operations
- Appendix C – Documentation of Stan Eason's Qualifications
- Appendix D – Fire Escape Routes and Emergency Action Plan
- Appendix E – List of Services/Programming Offered to Sojourner House Residents
- Appendix F – List of Referring Agencies

CC: John DeSimone, Esquire, Woonsocket City Solicitor's Office
Mike Tondra, Chief, Office on Housing and Community Development
Pheamo Witcher, Principal Planner, Homeless Programs & CDBG
James Comer, Executive Director, Women's Development Corporation

APPENDIX A

ON-DEMAND MANAGEMENT SERVICES AGREEMENT

THIS ON-DEMAND MANAGEMENT SERVICES AGREEMENT (this "Agreement") is dated as of March 1, 2017 by and between SOJOURNER HOUSE, a Rhode Island non-profit corporation ("SOHO") and HOUSING OPPORTUNITIES CORPORATION, a Rhode Island non-profit corporation ("HOC").

RECITALS

WHEREAS, SOHO is a comprehensive domestic violence agency that serves victims of relationship violence by providing shelter, advocacy, education, referrals, and other resources and, in connection therewith, assists domestic violence victims by providing refuge, places where they may sojourn on an emergency or transitional basis;

WHEREAS, HOC is an experienced and skilled property management company that provides hands-on maintenance and property management services to ensure that low-income families, elderly, and persons with special needs have decent, safe and affordable housing;

WHEREAS, SOHO has requested that HOC assist SOHO by providing on-demand maintenance services with respect to two sites located on [REDACTED] Woonsocket, Rhode Island owned by SOHO, and HOC is qualified to render such services and willing to do so; and

WHEREAS, SOHO and HOC desire to enter into this Agreement to set forth their agreement concerning the provision of such services.

AGREEMENT

NOW, THEREFORE, in consideration of their mutual promises herein contained, and for other good and valuable consideration, SOHO and HOC agree as follows:

1. Term of Agreement. The term of this Agreement shall begin on March 1, 2017 and continue in effect through February 28, 2018 unless earlier terminated pursuant to Section 5 hereof or extended pursuant to Section 6 hereof. The period during which this Agreement is in effect shall be referred to as the "Term."

Services to be provided by HOC. During the Term, HOC shall provide to SOHO the following services

- a. Perform routine and emergency maintenance tasks as requested by SOHO staff;
- b. Identify outstanding preventative maintenance issues or health and safety concerns;
- c. Upon receipt of maintenance requests, assign SOHO staff and coordinate with SOHO staff for access to sites;
- d. Perform biannual inspections in March and September of buildings, grounds and dwelling units;
- e. Provide input and feedback verbally and in writing to SOHO staff on existing conditions throughout the properties for planning purposes and funding requests;

- f. Review and comment on bidding documents and proposals for capital improvement work as requested by SOHO;
- g. Assist in preparation of bidding documents and requests for proposals as requested.
- h. HOC will obtain contracts, materials, supplies, utilities and services in its discretion and following its own procurement procedures, at such cost and rates with all discounts, rebates or commissions obtainable with respect to purchases, service contracts and all other transactions in HOC's discretion.

2. Fees. During the Term, SOHO shall pay HOC fees at the rates set forth below. HOC shall submit monthly invoices to SOHO for time spent, such invoices to specify the number of hours worked, identify the project associated with the hours and describe the services provided. SOHO shall approve each invoice within ten (10) business days of receipt. Payment shall be remitted within 30 days thereafter.

Services Cost < Category #1>	Price
Hourly Cost for routine service calls	\$40/hr.
Hourly Cost for night/weekend service calls	\$60/hr.
Hourly Cost for consulting on contracts/procurement/bid review	\$40/hr.
NOTE: HOC will bill SOHO for any supplies used in service calls at cost with no markup.	
Services Cost < Category #2>	
Biannual inspection of each property (includes inspection report and service order generation)	\$200/inspection

3. Responsibilities of SOHO. During the Term, in order to enable HOC to provide the services described herein, SOHO shall do the following:

- a. Perform intake of maintenance requests from residents of its properties, and transmit requests to HOC switchboard;
- b. Coordinate with HOC staff and any occupants to provide access and allow entry to properties and units as necessary to perform needed work;
- c. Meet with HOC staff as necessary to discuss larger maintenance issues, potential capital needs and review biannual inspection reports;
- d. Provide to HOC staff any documentation related to previous inspections, building systems maintenance or property as-built drawings as available;
- e. Notify HOC staff of any funder or municipality-driven inspections in order to prepare as necessary;

- f. Maintain appropriate Property, Casualty and Liability Insurance on any sites where HOC staff will be working;
- g. Name HOC as additional insured on such policies as necessary and appropriate, or as requested by HOC
- h. Engage qualified independent contractors for exterminating services, maintenance and repair of air-conditioning systems and extraordinary repairs beyond the capability of HOC.
- i. Designate in writing the SOHO staff authorized to provide direction and instruction to HOC regarding the services to be rendered hereunder.

Termination. This Agreement shall terminate upon the earlier of (i) February 28, 2018, unless extended as hereinafter set forth; or (ii) thirty (30) days' prior written notice from either party to the other party. Upon such termination, this Agreement shall cease automatically and be of no force and effect; provided, however, HOC shall be entitled to payment for services provided by HOC prior to such termination.

4. **Extension/Modification.** SOHO and HOC may mutually agree to extend the Term or modify the Scope of Services in a writing signed by both parties.

5. **Relationship.** The relationship of HOC to SOHO is that of an independent contractor, and nothing contained in this Agreement shall be construed as creating a joint venture, partnership or employment arrangement between HOC and SOHO. All HOC personnel will be employees of HOC and not SOHO, and will be hired, paid, supervised and discharged by HOC in its discretion.

6. **Indemnity.** SOHO will indemnify, defend and hold harmless HOC from any liability, loss, damage, fines, fees, costs and expenses, judgments, or amounts paid in settlement (including but not limited to all reasonable legal fees and costs) incurred by reason of any demands, claims, suits, actions, or proceedings arising out of HOC's services hereunder, except for any gross negligence, fraud, willful misconduct, knowing or willful violation of law, or material breach of this Agreement by HOC.

7. **Exculpation.** Neither HOC nor any of its officers, directors, employees, agents, attorneys-in-fact or affiliates shall be (i) liable for any action lawfully taken or omitted to be taken by it or them under or in connection with this Agreement or (ii) responsible in any manner to any party for any recitals, statements, representations or warranties made by SOHO or actions taken SOHO or any officers, directors, employees, agents, attorneys-in-fact or affiliates thereof under or in connection with this Agreement. Further, SOHO hereby releases HOC from liability, fines or penalties associated with any violations with respect to which SOHO has failed or refused, after notice by HOC, to authorize work for, authorize or provide funds or otherwise take any action required to remediate any condition.

8. **Reliance by HOC.** HOC shall be entitled to rely, and shall be fully protected in relying, upon any note, instrument, writing, resolution, notice, consent, certificate, certification, affidavit, letter, facsimile or electronic mail message, statement, order or other document or conversation believed by HOC to be genuine and correct and to have been signed, sent or made by

any person authorized to act on behalf of SOHO and upon advice and statements of SOHO's officers, directors, employees, agents, attorneys-in-fact or affiliates.

9. Notices. All notices, demands or requests made pursuant to, under, or by virtue of this Agreement must be in writing sent by either hand delivery service providing dated evidence of delivery, overnight courier service providing dated evidence of delivery, mailed by certified or registered mail, return receipt requested, by electronic mail, promptly confirmed in writing, or by facsimile, promptly confirmed in writing, to the party to whom the notice, demand or request is being made at its address set forth below. Any party may change the place that notices and demands are to be sent by written notice delivered in accordance with this Agreement.

If to SOHO, to:

Sojourner House
Attention: Vanessa Volz, Executive Director
Facsimile: 401) 861-6157
E-Mail: vvolz@sojournerri.org

If to HOC, to:

Housing Opportunities Corporation
861A Broad Street
Providence, RI 02907
Attention: James A. Comer, President
Facsimile: (401) 941-3570
E-Mail: comer@wdchoc.org

10. Entire Agreement; Amendments. This Agreement constitutes the entire agreement between SOHO and HOC with respect to the matters described herein, and all prior agreements, understandings and proposals between such parties or their representatives, whether oral or written, are superseded by the terms of this Agreement. No modification, amendment, extension, or supplement of any provision of this Agreement shall be effective unless the same shall be in a writing signed by SOHO and HOC.

11. Counterparts. This Agreement may be executed in counterparts, each of which shall be deemed an original but all of which together shall constitute one and the same instrument.

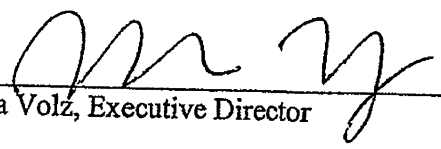
12. Governing Law. The laws of the State of Rhode Island shall govern this Agreement, without reference to the principles of conflicts of law.

13. Confidentiality. In discharging their respective duties hereunder, SOHO and HOC shall preserve and protect confidential and proprietary information of the other and shall use commercially reasonable efforts to maintain and preserve such confidential and proprietary information.

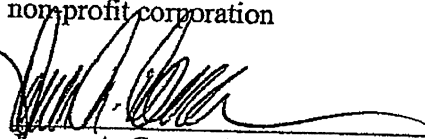
[SIGNATURES APPEAR ON NEXT PAGE]

IN WITNESS WHEREOF, the SOHO and HOC have executed this Agreement effective as of the day first written above.

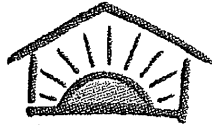
SOJOURNER HOUSE, a Rhode Island non-profit corporation

By:  4/11/17
Vanessa Volz, Executive Director

HOUSING OPPORTUNITIES CORPORATION, a Rhode Island non-profit corporation

By:  4/24/17
James A. Comer, President

APPENDIX B



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Additional Funding Sources

These are funding sources – other than Consolidated Homeless Funds/ESG grant funds – that are used to support the operation of our Safe House (emergency shelter)

CVS Charity Classic (Foundation)
Family Violence Prevention Services (FVPS) (Federal)
STOP VAWA (Federal)
Emergency Food and Shelter Board (Federal)
VOCA (Federal)
RI DHS Title XX (Federal)
Children Who Witness (State)
Episcopal Charities (Foundation)
Mary Kay Foundation (Foundation)
Taco/White (Foundation)
Stoico/First Fed (Foundation)
Nordson Foundation (Foundation)
TJX Foundation (Corporate)
Bank Newport (Corporate)
Savings Institute Bank & Trust (Corporate)

Additionally, Sojourner House uses unrestricted funds from fundraising events and private individual donations to help support the operations of this shelter.

APPENDIX C

CONGRATULATIONS

Stanley Eason

*has successfully completed the U.S. Department
of Housing and Urban Development,
Office of Healthy Homes and Lead Hazard Control's*

VISUAL ASSESSMENT COURSE

pursuant to 24 Code of Federal Regulations Part 35

*Jannette G. Hawkins
Director, Program Management and Assurance Division
Office of Healthy Homes and Lead Hazard Control*



U.S. Department of Housing and Urban Development

**RHODE ISLAND BUILDERS ASSOCIATION
LEAD TRAINING INSTITUTE**

450 Veterans Memorial Parkway | Suite #301 | East Providence, Rhode Island 02914
Phone: (401) 438-7400 | Fax: (401) 438-7446

Certificate of Attendance and Successful Completion

Review 4 Hour Lead-Safe Remodeler/Renovator - English

Per 40 CFR Part 745.225

Stanley Eason



Certificate # R-I-0064-10-0292

Course Date(s): March 15, 2016

Expiration Date: 03/15/2021

Scott A. Cerny
Principal Instructor

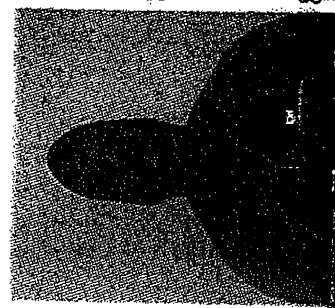
Kelley L. Carbone
Training Manager

03/15/2016

Date

03/15/2016

Date



APPENDIX D

(floor plans redacted)

**Emergency Action Plan For
Sojourner House**

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**Emergency Action Plan For
Sojourner House**



I. OBJECTIVE

The objective of the Sojourner House Emergency Action Plan is to comply with fire code, and to prepare employees for dealing with emergency situations. This plan is designed to minimize injury and loss of human life and company resources by training employees, procuring and maintaining necessary equipment, and assigning responsibilities. This plan applies to all emergencies that may reasonably be expected to occur at [REDACTED]

II. ASSIGNMENT OF RESPONSIBILITY

A. Emergency Plan Manager -- Definition

The Property Coordinator shall be the designated person to manage the Emergency Action Plan for Sojourner House. In the absence of the Property Coordinator, the Director of Residential Advocacy will be this designated person. In the absence of both of these parties, the Senior Housing Specialist will be the designated Emergency Plan Manager. The Emergency Plan Manager shall also maintain all training records pertaining to this plan. The plan manager is responsible for scheduling routine tests of the [REDACTED] emergency notification system with the appropriate authorities.

The Emergency Plan Manager shall also coordinate with local public resources, such as fire department and emergency medical personnel, to ensure that they are prepared to respond as detailed in this plan.

B. Emergency Plan Managers -- Designation

The Sojourner House Emergency Plan Managers are as follows:

Name of Managers in Order of Priority	Position Title	
Sidey Smith	Property Coordinator	
Kelly Henry	Director of Residential Advocacy	

Shaplaie Brooks	Senior Housing Specialist	

The Emergency Plan Managers are responsible for instituting the procedures in this plan in their designated areas in the event of an emergency. *(Note: Managers may also be given the responsibility of accounting for employees/visitors after an evacuation has occurred.)*

C. Management

Sojourner House will provide adequate controls and equipment that, when used properly, will minimize or eliminate risk of injury to employees and clients in the event of an emergency. Sojourner House management will ensure proper adherence to this plan through regular review.

D. Supervisors

Supervisors shall themselves follow and ensure that their employees are trained in the procedures delineated in this plan.

E. Employees

Employees are responsible for following the procedures described in this plan.

F. Contractors

Contract employees are responsible for complying with this plan, and shall be provided the training described herein by the Property Coordinator or Director of Residential Advocacy.

III. PLAN IMPLEMENTATION

A. Reporting Fire and Emergency Situations

All fires and emergency situations will be reported as soon as possible to one of the designated Emergency Plan Managers by one of the following means:

1. verbally as soon as possible during normal work hours; or
2. by telephone if after normal work hours or on weekends.

To eliminate confusion and the possibility of false alarms, only the Property Coordinator is/are authorized to contact the appropriate community emergency response personnel. In this person's absence, the Director of Residential Advocacy will be this designated person. If neither person is available, the Senior Housing Specialist will be designated to make this contact. The telephone numbers and contact information for the emergency response personnel for [REDACTED] are:

1. Fire: (401) 765-2500
2. Police/Sheriff: (401) 766-1212
3. Ambulance/EMS: 911

Under no circumstances shall an employee attempt to fight a fire that has passed the incipient stage (that which can be put out with a fire extinguisher), nor shall any employee attempt to enter a burning building to conduct search and rescue. These actions shall be left to emergency services professionals who have the necessary training, equipment, and experience (such as the fire department or emergency medical professionals). Untrained individuals may endanger themselves and/or those they are trying to rescue.

B. Informing *Sojourner House* Employees of Fires and Emergency Situations

In the event of a fire or emergency situation, the designated Emergency Plan Manager shall ensure that all employees are notified as soon as possible using the building alarm system (which includes both audible and visual alarms 24 hours a day).

If a fire or emergency situation occurs after normal business hours, the Emergency Plan Manager shall contact all employees not on shift of future work status, depending on the nature of the situation.

C. Agency Notification

1. The Emergency Plan Manager shall contact the *Sojourner House* Executive Director as soon as possible with information on employee injuries and/or loss of life, property damages, theft, or cargo losses.

D. Emergency Contact Information

A list of all employees' personal emergency contact information shall be kept in the [REDACTED] Floor office at [REDACTED] for easy access in the event of an emergency.

E. Evacuation Routes

Emergency evacuation escape route plans are posted on each floor throughout [REDACTED] [REDACTED]. In the event that a fire/emergency alarm is sounded or

instructions for evacuation are given by the Emergency Plan Manager, all employees and clients (except those noted in Part III.F of this plan) shall immediately exit the building at the nearest exits as shown in the escape route plans, and shall meet as soon as possible across the street.

F. Securing Property and Equipment

In the event that evacuation of the premises is necessary, all employees and clients should evacuate the premises as soon as possible. Staff members should not remain in the building to secure any property.

G. Advanced Medical Care

Under no circumstances shall an employee provide advanced medical care and treatment. These situations shall be left to emergency services professionals. Untrained individuals may endanger themselves and/or those they are trying to assist.

H. Accounting for Employees/Clients After Evacuation

Once an evacuation has occurred, the Emergency Plan Manager shall account for each employee and resident that was in the building. Each employee is responsible for reporting to the Emergency Plan Manager so that an accurate head count can be made. All employee counts shall then be reported to the Emergency Action Plan Manager as soon as possible. Employees will then work to ensure that each client that was in the building was accounted for, and this will also be reported to the Emergency Plan Manager.

I. Re-entry

Once the building has been evacuated, no one shall re-enter the building for any reason, except for designated and properly trained rescue personnel (such as fire department or emergency medical professionals). Untrained individuals may endanger themselves and/or those they are trying to rescue.

All employees shall remain across the street from the property until the fire department or other emergency response agency notifies the Emergency Plan Manager that either:

1. the building is safe for re-entry, in which case personnel shall return to their workstations; or
2. the building/assembly area is not safe, in which case personnel shall be instructed by Emergency Plan Manager on how/when to vacate the premises.

J. Sheltering in Place

In the event that chemical, biological, or radiological contaminants are released into the environment in such quantity and/or proximity to [REDACTED] authorities and/or the Emergency Plan Manager may determine that is safer to remain indoors rather than to evacuate employees. The Emergency Action Plan Manager shall announce Shelter in Place status to the employees and staff that are present in the building.

1. The Director of Residential Advocacy or the designated Emergency Plan Manager shall immediately close the business. If there are clients or visitors in the building, they shall be advised to stay in the building for their safety.
2. Unless there is an imminent threat, employees, clients, and visitors shall call their emergency contacts to let them know where they are and that they are safe.
3. The Emergency Plan Manager shall turn on call-forwarding or alternative telephone answering systems or services to either the Sojourner House Drop-In Center or, if it is after business hours, to the Statewide Victims of Crime Hotline.
4. The Emergency Plan Manager shall quickly lock exterior doors and close windows, air vents, and fireplace dampers. The Emergency Plan Manager or a designated person familiar with the building's mechanical systems shall turn off, seal, or disable all fans, heating and air conditioning systems, and clothes dryers, especially those systems that automatically provide for exchange of inside air with outside air. If there is a danger of explosion, a designated person shall close the window shades, blinds, or curtains.
5. The Emergency Plan Manager shall gather essential disaster supplies (i.e., nonperishable food, bottled water, battery-powered radios, first-aid supplies, flashlights, batteries, duct tape, plastic sheeting, and plastic garbage bags), which are stored in the [REDACTED] closet. Designated Location, and shall take them to the Shelter In Place Location(s) within the building.
6. All employees and clients shall move immediately to a designated safe room in the shelter, depending on the circumstances of the emergency and which part of the shelter is affected.
- Z.** The Emergency Plan Manager shall write down the names of everyone in the room, and call the Executive Director to report who is in the room, and their affiliations with Sojourner House (employee, visitor, client, and customer).

8. The Emergency Plan Manager shall monitor telephone, radio, television and Internet reports for further instructions from authorities to determine when it is safe to leave the building.

K. Severe Weather

The Emergency Action Plan Manager shall announce severe weather alerts (such as tornados) orally to other staff members and clients, or other means of immediate notification available at worksite. All employees shall immediately retreat to a designated area until the threat of severe weather has passed as communicated by the Emergency Action Plan Manager.

IV. TRAINING

A. Employee Training

All employees shall receive instruction on this Emergency Action Plan as part of New Employee Orientation upon hire. Additional training shall be provided:

1. when there are any changes to the plan and/or facility;
2. when an employee's responsibilities change; and
3. annually as refresher training.

Items to be reviewed during the training include:

1. proper housekeeping;
2. fire prevention practices;
3. fire extinguisher locations, usage, and limitations;
4. threats, hazards, and protective actions;
5. means of reporting fires and other emergencies;
6. names of Emergency Action Plan Manager and Coordinators;
7. individual responsibilities;
8. alarm systems;
9. escape routes and procedures;
10. emergency shut-down procedures;
11. procedures for accounting for employees and visitors;
12. closing doors;
13. sheltering in place;
14. severe weather procedures; and
15. Emergency Action Plan availability.

B. Fire/Evacuation Drills

Fire/Evacuation drills shall be conducted at least annually. Additional drills shall be conducted if physical properties of the business change, processes change, or as otherwise deemed necessary.

C. Training Records

The Property Coordinator shall document all training pertaining to this plan and shall maintain records at the [REDACTED] office at [REDACTED].

V. **PLAN EVALUATION**

This Emergency Action Plan shall be reviewed annually, or as needed if changes to the worksite are made, by the Director of Residential Advocacy and the residential staff. Following each fire drill, employees shall evaluate the drill for effectiveness and weaknesses in the plan, and shall implement changes to improve it.

APPENDIX E

Sample List of Services and Programming
Offered to Sojourner House Residents

Individual case management
Child care
Support groups
Financial literacy (in groups and individually)
HIV testing and education
Transitional Housing
Rapid Re-housing
Girls' Circle (for youth)
Parenting classes
Narcan training
Share the Spirit (holiday gift drive)
Bilingual support (Sojourner House employs Spanish-speaking staff)
Immigration Advocacy
LGBTQ+ cultural competency, groups, and individual support
Expressive Arts Groups
Housing Advocacy (assistance with finding housing, completing housing applications, etc.)
Shelter
Rental Assistance
Sexual Health Counseling
Crisis Intervention
Clinical Support/Counseling

APPENDIX F

Agencies that Sojourner House Refers Clients to/Works in Partnership

- Community Care Alliance (Mental health, Aids/HIV counseling and support, facilitate a support group, rental assistance, Housing support, Woonsocket Family Shelter, Employment and job training, RRH PSH, Healthy transitions Behavioral health services, visitation center)
- Thundermist Health Center (Mental Health Services, Medical, LGBTQ+ services, Dental, urgent care, HEZ Grant)
- Woonsocket Housing Authority (Housing services)
- NAFI (Mental Health Services for children)
- DHS (TANF)
- Gateway (Batterers Intervention)
- Family Care Community Partnership (Case management, parent resources)
- Neighbor works (housing, community programs, after school programs)
- WIC
- DMV
- Social Security Office
- 2-1-1 (United Way)
- Blackstone Valley Programs (Healthcare)
- Landmark Medical Center (Health Care)
- Connecting For Children and Families (Food)
- Open Doors (Incarcerated/formerly incarcerated clients services)
- TIDES Family Services (family supportive services)
- YWCA (Family Supportive Services)
- Memorial Hospital (Medical Services)
- Woonsocket Head Start / Daycare (Child Care)
- Woonsocket LEA (Victim Advocacy services)
- Project Riral (GED programming)
- Veterans Care Center
- RI Coalition for the Homeless (Homeless services and advocacy)
- Maloney Properties (Housing services)

Veterans Resource Center
Operation Stand Down (Veterans Services)
AA/NA (Drug and alcohol services)
Housing Network RI (Housing Services)
Veterans Inc (Veterans' Services)
Gateway to Independence (Veterans Services)
Woonsocket Police
Day One (Clinical services)
AIDS Project RI (HIV/AIDS Support)
SVDP Bryan's Pantry (Food)
St Joseph's Cupboard (Food)
St James Episcopal Church (Food)
St Agatha Church (Food)
Our Lady, Queen of Martyrs Church (Food)
All Saints Church Pantry (Food)
Anchor Recovery Center (Addiction Recovery, peer mentoring and NARCAN supplies)
Serenity Center (Recovery center)
Discovery House (Methadone Clinic)
Woonsocket Prevention Coalition (Violence and drug prevention in schools)
Woonsocket School Department (education services)
RI COC (Homeless prevention)
Chronic/High Acuity Homeless meetings (Homeless Services)
Family Shelter meetings (Homeless Services)
Unaccompanied Minors Meeting (Homeless Services)
RICADV (and other domestic violence agencies)
RIPIN (Parenting Services)