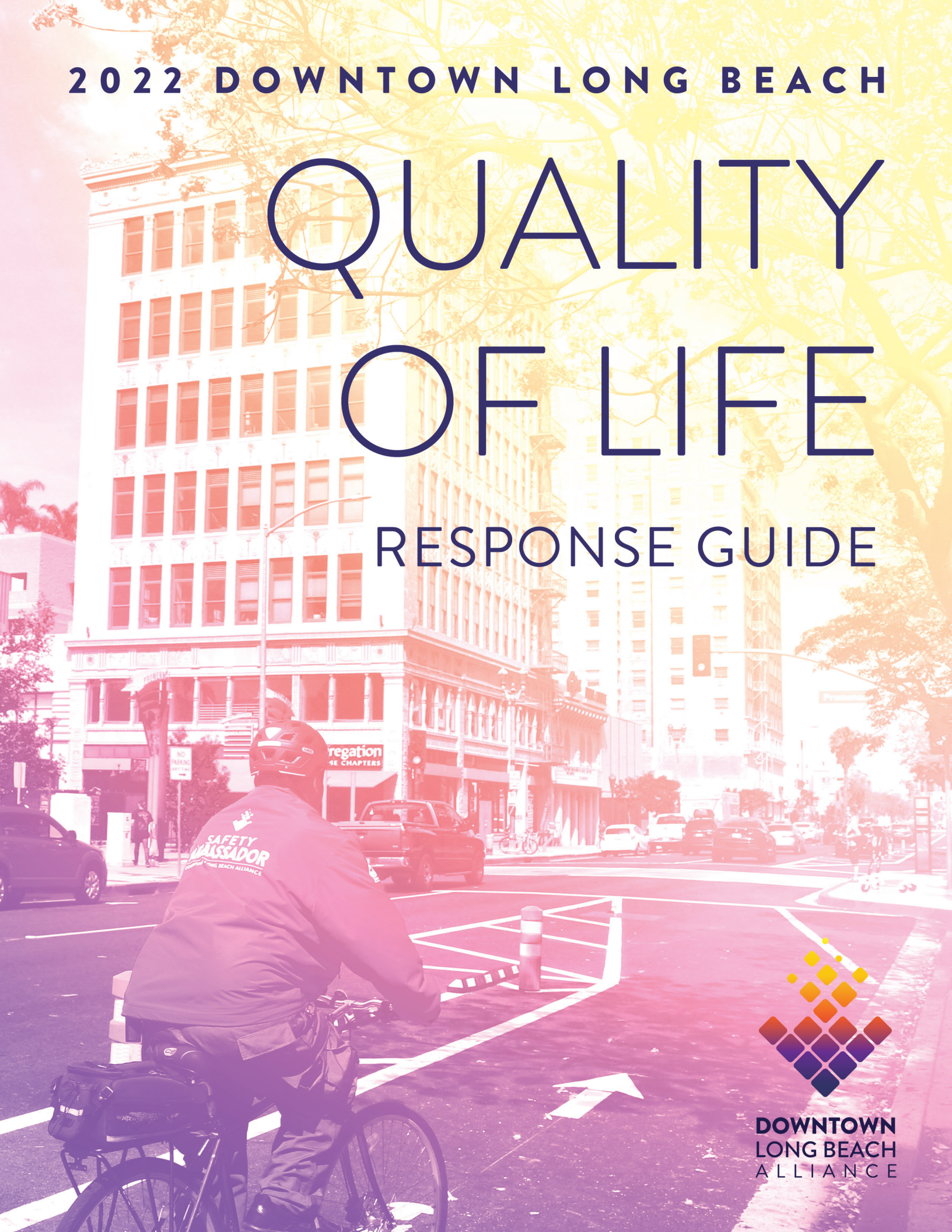
2022 DOWNTOWN LONG BEACH

# QUALITY OF LIFE

## RESPONSE GUIDE




DOWNTOWN
LONG BEACH
ALLIANCE

# QUALITY OF LIFE RESPONSE GUIDE

## (Business Owners, Property Owners/Managers and Residents)

Downtown Long Beach Alliance (DLBA) believes that Quality of Life issues that may extend from persons experiencing homelessness, and/or those with mental health and substance abuse disorders can sometimes be a matter of concern for Downtown stakeholders. Addressing Quality of Life issues requires sustained awareness, engagement, and partnerships across public and private sectors to provide a healthy, safe and prosperous downtown for all. DLBA is committed to doing its part to meet this challenge.

As part of our ongoing efforts to serve Downtown's stakeholders, DLBA helps small business owners, residents and property managers navigate the challenges sometimes posed when engaging persons experiencing homelessness and/or suffering from mental health issues. Understandably, it can be an uncomfortable and sometimes intimidating experience, but it is essential for our community not to turn a blind eye to homelessness or people who may need the extra support. It is also important to remember that simply being homeless is not illegal and we cannot arrest or enforce our way to a safer City, we all play a part in contributing to the solutions. At DLBA, we make every effort to connect our local unhoused population to service providers in hopes of helping them receive medical treatment and/or transition into permanent housing.

The 17 scenarios and responses in this Quality-of-Life Response Guide are intended to provide businesses, residents, property managers and others some basic guidance when engaging individuals who are experiencing homelessness or mental stress, but this is by no means an exhaustive list or substitute for one's own feeling of security based on actual circumstances. If you feel threatened or unsafe at any point in time, your best option is to call 911 for the Long Beach Police Department (LBPD).

DLBA Safety Ambassadors are trained to engage with individuals experiencing homelessness to deescalate situations and build a level of trust that supports ongoing dialogue and problem solving on behalf of stakeholders in the Property Based Improvement District (PBID). They are not a security force with authority to arrest individuals engaged in criminal activity. However, they work closely with police, fire and homeless outreach partners to address quality of life issues before they escalate into larger problems.

DLBA's wishes to thank LBPD, Long Beach Disaster Preparedness & Emergency Communications and Long Beach's City Manager for their contributions to this resource guide. Please contact DLBA's COO, Broc Coward, at (562) 436-4259 should you have any questions about our programs.

Disclaimer: This guide is not intended to provide professional medical advice. The suggestions and scenarios, including any text, graphics and images, are for informational purposes only. For more specific questions, please contact one of the various professional service organizations outlined in the guide. Safety Ambassadors and Clean Team only service the Property Based Improvement District (PBID).

## QUALITY OF LIFE SCENARIOS

### Guidelines for Reporting Engagements, Calling for Backup, and Requesting Assistance

- **Call a DLBA Safety Ambassador** – Anytime you engage an individual on the street that needs assistance with activities of daily living but is not threatening or breaking a law. (PBID service area only)
- **Call 911** - When a crime of any kind is found to be in progress. This includes fighting, violent behavior, a suspicious package, a person wielding a weapon, and many other scenarios.
- **Call 911** - For assistance anytime an individual is found unconscious, unresponsive, complaining of illness or requesting medical attention.

Whether calling to report a safety, medical or quality of life concern, use the following identifiers to assist authorities with locating and immediately engaging the person:

- Type of activity observed.
- Location: exact street address or nearest cross street.
- Characteristics: Race, gender, approximate age, height, weight, hair color, hair length and style, eye color, facial hair, clothing type and color, other characteristics (e.g., tattoos, missing teeth, scars, glasses), etc.
- If the person leaves the location, note the direction of travel.

### UNRESPONSIVE OR UNCOUNSCIOUS PERSON

**Scenario 1:** A person is unresponsive or unable to perform normal activities such as speaking or walking. A person has been sitting or lying down with a blanket over their head for many hours and has not moved.
**Action:** Call 911 for the Long Beach Fire Department to perform a health check. Next, call DLBA Safety Ambassadors at (562) 244-1365 (PBID service area only).

**Scenario 2:** You are worried about the general mental or physical health of a person who is unresponsive to verbal cues and commands.
**Action:** Call LBPD Non-Emergency at (562) 435-6711 and request a welfare check.

### PERSON DISPLAYS UNUSUAL BEHAVIOR

**Scenario 3:** Person appears to be having a mental health crisis or their actions are endangering themselves and/or other persons.
**Action:** Call 911.

**Scenario 4:** Person is agitated, constantly yelling at pedestrians or walking into oncoming traffic.
**Action:** Call 911. Their behavior warrants immediate attention before their or another person's safety is further jeopardized.

**Scenario 5:** Person appears very angry or agitated, walking up and down the same block yelling and moving erratically.
**Action:** Call 911 and ask for the Mental Evaluation Team. Even though the person may not be an immediate threat to self, the behavior may require intervention from a mental health professional.

**Scenario 6**: Suspicious person appears to be following you on your way to work, home, or performing errands.
**Action**: Step into the nearest business to allow the person to pass and gather your thoughts; call DLBA Safety Ambassadors at (562) 244-1365 for a safety escort. (PBID service area only)

## PERSON ASKS FOR BASIC AMENITIES

**Scenario 7:** A person experiencing homelessness asks for assistance with resources (could range from basic needs like showers/food resources to shelter/housing).
**Action:** Refer to City Multi-Service Center, where several resource providers are co-located and ready to help.
Long Beach Multi-Service Center, 1301 W 12th St, Long Beach, CA 90813 (562) 570-4500

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|---|---|
| Monday to Wednesday, Friday | 8:00 a.m. - 5:00 p.m. |
| Thursday | 8:00 a.m. - 2:00 p.m. |
| Closed daily | 12:00 p.m. - 1:00 p.m. |

**Scenario 8:** The person asks for money or food.
**Action:** A respectful way to help without giving money is to acknowledge the person and ask how they are doing. You can say "I have resource information if you are interested" and direct them to the Multi-Service Center or offer a Homeless Resources Pocket Guide instead of money. Our Safety Ambassadors would be happy to deliver Pocket Guides and other related collateral to a business or residential building – call (562) 244-1365 to request information related to persons experiencing homelessness and/or mental health issues. Copies are also available at the Long Beach Health Department, Multi-Service Center, Mental Health America of Los Angeles and DLBA's office.
**The following organizations also provide meals:**

- Long Beach Rescue Mission Kitchen, 1430 Pacific Ave, Long Beach, CA 90813
- Christian Outreach in Action, 515 E 3rd St, Long Beach, CA 9080

**Scenario 9:** A person who you recognize as experiencing homelessness enters the business asking for water…
**Action:** Provide the individual with a place in Downtown to obtain water:

- Long Beach Transit Visitors Information Center, Pine Ave and First Street
- Long Beach Multi-Service Center, 1301 W 12th St, Long Beach, CA 90813
- Christian Outreach in Action (COA) 515 E 3rd St, Long Beach, CA 90802
- Lincoln Park (Ocean Blvd and Pacific Avenue)

**Scenario 10:** You observe an encampment of 4 or more individuals in a location for more than 24 hours
**Action:** Call the Homeless Services Street Outreach hotline at (562) 570-4672 or email HomelessServices@longbeach.com and provide the location, and description of the individuals.

## SCENARIOS INVOLVING PRIVATE PROPERTY

**Scenario 11:** Upon arrival at your business, you discover a person lying in front of your door or business.
**Action:** Inform the individual that you are opening your business for the day and ask them to vacate the space. If they refuse to leave, call DLBA's Clean and Safe Hotline at (562) 244-1365 (8:00 a.m. to 10:00 p.m. Sunday-Thursday, 8:00 a.m. to 12:00 a.m. on Friday/Saturday)(PBID service area only). For additional assistance, call LBPD's non-emergency number at (562) 435-6711.

**Scenario 12:** Person enters your business acting strangely and refuses to leave
**Action:** Ask the individual if they would like you to call emergency services. If the person does not respond, ask them to leave. If they remain, inform them you are calling the Long Beach Police Department. Call 911.

**Scenario 13:** From time to time, a person appears agitated and pounds on storefront windows.
**Action:** Call 911 and describe the person and activity in detail. Even if LBPD speaks to the individual and does not cite for this low-level offense, there is a connection of the behavior to the person should police be called out again for the same offense or something more serious. Next, call DLBA Safety Ambassadors to inform them of the activity.

**Scenario 14:** As you prepare to lock up for the night, you observe a suspicious person nearby without any discernable purpose.

**Action:** Lock the door. If this happens during DLBA Safety Ambassador operating hours (8:00 a.m. to 10:00 p.m. Sunday-Thursday, 8:00 a.m. to 12:00 a.m. on Friday/Saturday), call and ask for a safety escort when you are ready to leave (PBID service area only). You may also contact LBPD at their non-emergency number at (562) 435-6711 or 911.

## PUBLIC DEMONSTRATIONS

**Scenario 15:** Person is standing on the sidewalk mostly unclothed, exposing themselves to passersby.
**Action:** Call 911for immediate police response. Next, contact DLBA's Safety Ambassadors at (562) 244-1365.

**Scenario 16:** Person urinates or defecates in public.
**Action:** While these situations can be frustrating from a public order and civic pride standpoint, they are low-level offenses. Contact DLBA's Clean and Safe Team at (562) 244-1365 with the location for follow up on public property only (PBID service area only).

**Scenario 17:** A person with a cardboard sign is panhandling in the public space.
**Action:** Panhandling is not illegal unless it's aggressive. Offer the person a Pocket Guide or tell them where they can get food and clothing. Giving money only perpetuates the activity. The Long Beach Multi-Service Center (MSC) can refer the person to various resources, including Veteran focused services. Aggressive panhandling that includes physical or verbal abuse or restricts path of travel is illegal and should be reported to LBPD immediately by calling 911 with a location and description of the person.

## RESOURCES AND PROGRAMS

**Resources mentioned above:**

| | |
|---|---|
| Long Beach Police Department Non-Emergency | (562) 435-6711 |
| Long Beach Multi-Service Center | (562) 570-4500 |
| Homeless Services Street Outreach Hotline | (562) 570-4672 |
| LBPD Mental Evaluation Team (MET) | (562) 435-6711 |
| DLBA Clean and Safe Hotline (PBID) | (562) 244-1365 |

**Additional ways to assist persons experiencing Homelessness**

| | |
|---|---|
| Urban Community Outreach | (562) 582-1000 |
| Christian Outreach in Action | (562) 432-1440 |
| St. Luke's Episcopal Church | (562) 436-4047 |
| Long Beach Rescue Mission | (562) 591-1292 |
| Catholic Charities Project Achieve | (562) 218-9864 |
| Mental Health America of Los Angeles | (562) 437-6717 |
| Food Finders (donate canned, non-perishable goods: | (562) 598-3003 |

### Join DLBA's Empower People Campaign

DLBA has partnered with local service providers and businesses to provide a more effective alternative for Downtown stakeholders and community members to express their generosity than offering spare change, which only contributes to the practice of panhandling.

DLBA is using social media, brochures and signage to raise awareness and provide direct donation links to local service providers that offer impactful and lasting assistance to those in need. These non-profit organizations depend on donations in order to keep their comprehensive and compassionate programs up and running. The Empower People Campaign is an example of giving someone a hand up instead of a handout.

### DID YOU KNOW?

Businesses can request an Empower People sidewalk A-Frame sign or Tabletop Sign Holder near their cash register to help bring awareness to their customers and offer a constructive alternative to panhandling. Call (562) 436-4259.

# SAFETY AMBASSADORS

CONTACT: 562-244-1365

## SERVICES PROVIDED

- Friendly Escorts to and from buildings, cars, and restaurants in service areas.
- Downtown area directions & information.
- Basic roadside assistance, such as jump-starting batteries.
- Works with stakeholders and emergency services in the public space.
- Offer resource information and connect persons experiencing homelessness with service providers.

DOWNTOWN LONG BEACH ALLIANCE

## KEEPING DTLB CLEAN & SAFE!

The DLBA Safety Ambassadors, Clean Team, and Homeless Outreach Specialist operate within the boundaries pictured on this map to the right.

@DowntownLongBeach @DLBA | #DLBA

# WHOSE JOB IS IT?

IN DOWNTOWN LONG BEACH

DOWNTOWN LONG BEACH ALLIANCE

**GO LONG BEACH** app provides access to City Hall **24/7**

**NOISE ABATEMENT** Hotline (562) 570-4126

**GAS EMERGENCY**
Long Beach Energy Resources Department (562) 570-2140

**NEED DIRECTIONS IN DOWNTOWN**
DLBA Safe Team (562) 244-1365

**CODE ENFORCEMENT VIOLATIONS**
Development Services Department (562) 570-CODE

GO 1 **BROKEN STREET LIGHT**
Public Works (562) 570-2700, Option 6

2 **DAMAGED BANNER**
Long Beach Special Events & Filming (562) 570-5361

GO 3 **BROKEN / INOPERABLE TRAFFIC LIGHT**
Traffic Operations (562) 570-3264

GO 4 **SHOES / CLOTHES ON POWER LINES**
Public Works (562) 570-2700, Option 8

5 **PARKED CAR BLOCKING LOADING / ENTRANCE**
Non- Emergency Police Line (562) 435-6711

6 **LEAKING / DAMAGED FIRE HYDRANT**
Long Beach Water Department (562) 570-2390

GO 7 **BROKEN NEWSRACK**
Public Works (562) 570-2700

GO 8 **ABANDONED SHOPPING CART**
Hotline (800) 252-4613

GO 9 **POT HOLE**
Pot Hole Repair Hotline (562) 570-3259

GO 10 **DAMAGED CURB**
Public Works (562) 570-2726

11 **BROKEN PARKING METER**
Traffic Operations (562) 570-3264

12 **STICKER REMOVAL**
DLBA Clean Team (562) 244-1365

13 **DAMAGED BUS SHELTER**
Long Beach Transit (562) 591-2301

GO 14 **TRASH IN STREET**
City of Long Beach Refuse & Recycling (562) 570-2876

15 **DAMAGED SEWER / STORM DRAIN**
Long Beach Water Emergency Dispatch (562) 570-2390

GO 16 **OVERFLOWING / MISSING / OR DAMAGED TRASH CAN**
City of Long Beach Refuse & Recycling (562) 570-2876

GO 17 **DAMAGED TREE OR DAMAGED OR MISSING TREE GRATE**
Public Works (562) 570-2726

GO 18 **GRAFFITI ON BUILDINGS**
Graffiti Hotline (562) 570-2773

19 **SAFETY AMBASSADOR FRIENDLY ESCORT**
DLBA Safe Team (562) 244-1365

GO 20 **STRAY ANIMAL**
Animal Care Services (562) 570-7381

GO 21 **E-SCOOTER**
Public Works (562)570-2700

**No Trespassing Program (P.C. 602)**

**Information Sheet**

DLBA is encouraging businesses and property owners to sign up for the No Trespassing Program, which authorizes patrol officers to engage trespassers on private property (parking lots, patios, parklets, alcoves) without the presence of an owner or property representative on site to effect an arrest upon the trespasser's refusal to leave or upon return. This authorization is particularly important during the graveyard shift when it is unlikely that an owner or property representative can be reached. See below for the steps required to participate in the program and to download associated documents.

To participate, business/property owners must take the following steps:

1. Request free Penal Code 602 No Trespassing signs from the Downtown Long Beach Alliance' Clean and Safe Team at (562) 244-1365. Signs may also be purchased at ACE Hardware at 4th Street and Olive Ave in Downtown.
2. Download and sign this form allowing LBPD to make a private person's arrest on the business/property owner's behalf.
3. Send the completed form to LBPD South Division Patrol Resource Officer, Gabe Betanzos, at Gabe.Betanzos@longbeach.gov along with confirmation that the signs have been installed.
4. LBPD will visit the business to take pictures confirming signage for their files. A business or property will be entered into LBPD South Division's database for patrol officers to access in the field and a confirmation will be sent.

LBPD South Division will keep the form on file for one year. Owners are encouraged to continue notifying LBPD (via 911 or 562-435-6711) of any trespassing and/or vandalism not observed by LBPD at the time and include whether there video surveillance is available.

Should owners have any technical questions about the No Trespassing Program or signage, please do not hesitate to contact Officer Betanzos at 562-570-7565 or Officer Chirstopher Palacios at 562-570-7566. As always, owners with any questions about DLBA's Clean and Safe program maycontact DLBA COO, Broc Coward, at brocc@dlba.org or (562) 485-1080.

Learn more about the No Trespassing Program by clicking here.

Learn more about CA Penal Code Section 602 by clicking here.

# Planning for Man-Made and Natural Disasters

## Continuity Planning

- Carefully assess your internal and external functions to determine which staff, materials, procedures and equipment are absolutely necessary to keep your business operating. You should also establish procedures and protocols for succession of management.
- Make a list of your most important customers and proactively plan ways to serve them immediately after a disaster. Also identify key suppliers, shippers, resources and other businesses you must interact with on a daily basis. A disaster that shuts down a key supplier can be devastating to your business.
- Plan what you will do if your building, plant or store is not accessible. Talk with your staff or co-workers and frequently review and practice what you intend to do during and after an emergency.

## Emergency Planning for Employees

- Your employees and co-workers are your business' most valuable asset. Two-way communication is critical before, during and after a disaster. Include emergency information in newsletters, on your company intranet, in periodic employee emails and /or other communication tools. If you have employees with disabilities or special needs, ask them what assistance, if any, they require.

## Emergency Supplies

- When preparing for emergency situations, it is best to think first about the basics of survival: fresh water, food, clean air and warmth. Encourage everyone to have a portable emergency supply kit customized to meet their personal needs, such as the inclusion of essential medications.
- Talk to co-workers about what emergency supplies the company can feasibly provide, if any, and which ones individuals should consider keeping on hand.
- Keep copies of important records such as site maps, building plans, insurance policies, employee contact and identification information, bank account records. in a waterproof, fireproof portable container.

## Evacuation Planning

- Some disasters will require employees to leave the workplace quickly (Fire, Hazmat). The ability to evacuate workers, customers and visitors effectively can save lives. Make a Plan to ensure staff and guest can quickly evacuate.

## Shelter In Place Planning

- There may be situations when it is best to stay where you are to avoid any uncertainty outside (Earthquake). Having the essentials (food, water, first aid kit) can ensure that staff and visitors are able to shelter in place for a prolonged period.

## Individual Preparedness

- If individuals and families are prepared, your company and your employees are better positioned in an emergency situation. Encourage your employees and their families to get an emergency supply kit, make a family emergency plan and be informed about different threats and the appropriate responses.

## Stay Informed

- Sign up for AlertLongBeach to receive alert notices from the City of Long Beach via phone, cell phone, text message and email about emerging or imminent emergencies in your area. Monitor TV, radio, print and social media for important information in your area

## Additional Resources

For additional resources to prepare your business visit the Business Resource Toolkit or City of Long Beach Department of Disaster Preparedness and Emergency Communications

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