

## FAQs – Paso Cares Warming Center (North County)

**Name of Agency/Organization:** Paso Cares

**Location of Warming Center:** Five churches take turns hosting the Warming Station on different nights of the week. All persons who stay at the Warming Station are transported to and from 2345 Riverside Avenue via Ride-On shuttles.

**Criteria for Opening Center (or days of operation, if fixed):** The Warming Station is open on those nights on which rain (50% or greater) and/or temperatures 40 degrees or less are forecast. Decisions whether or not to open are generally made on Mondays for the next 9 days (through the following Wednesday night) after checking forecasts from 3 internet weather sites. If 2 weather sites agree that the criteria has been met, the Warming Station will be open. **Exception:** Paso Cares' Warming Station Operating Procedures require that two chaperones be present at the Warming Station. The Warming Station will not be opened on any night that Paso Cares was unable to secure two chaperones.

**Hours:** The Warming Station is open between 6:30 pm. and 6:00 or 7:00 am. Closing time depends upon Ride-On's schedule for any given day.

### Eligible populations:

Families

Single Individuals

Other, please specify (e.g. only Atascadero residents, only seniors, only agency clients, etc.) \_\_\_\_\_

**Is the Warming Center accessible for persons with disabilities, e.g. wheelchair?** Yes

**Are the bathrooms accessible for persons with wheelchairs?** Yes

**Does the Warming Center accept pets?** No.

**Would people be turned away from the Warming Center for any of the following reasons?**

Registered sex offender

Criminal record

If criminal record, are there some crimes for which people would not be excluded? \_\_\_\_\_

Have pets

Are intoxicated/under the influence  only if disruptive

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\_\_\_ Currently banned from our services

**Do people need to call ahead or is it walk-in?** Clients may walk-in to Peoples' Kitchen. Paso Cares will not accept clients who did not appear at Peoples Kitchen by 5:30 (Mon-Sat) or 4:30 (Sundays) for screening.

**If they need to call, who do they call and what is the phone number or what is the best way to reach that person?** Call Paso Cares at (805)712-4710 before 5:00 pm (Mon-Sat) or 4:00 pm (Sunday) on the day that your client(s) wants to get into the Center. (That number currently rings Paso Cares' President's cell phone.)

**Are there other steps someone would need to take ahead of time to get into the Warming Center?** On those nights that the Warming Station is open, all persons desiring to stay at the Warming Station must appear at Paso Cares' "Peoples Kitchen" Dinner Program at 2345 Riverside Ave (southwest corner of Riverside Avenue and 24<sup>th</sup> Street), Paso Robles, CA 93446 no later than 5:30 pm Monday through Saturday and no later than 4:30 pm on Sunday. All persons desiring to stay at the Warming Station are screened for appropriate behavior.

**Are there restrictions on what you can bring into the Warming Center?** Backpacks are acceptable; larger items (e.g. bicycles) are not acceptable, but may be stored in Paso Cares' shipping container at 2345 Riverside Avenue.

**Does someone need to bring their own bedding?** No. Sleeping bags will be provided.

**Can people park their vehicles at the Warming Center?** No, they must ride the Ride-On van or bus.

**If yes, do they need to get permission before parking and if so, how do they go about it?** N/A

**Is there transportation to the Warming Center?** Not to 2345 Riverside Avenue. A shuttle will pick up and return clients from the Warming Center to 2345 Riverside Avenue.

**If there is transportation, where does the transportation pick up from and is there a cost?** The costs of transportation between 2345 Riverside Avenue and the Warming Station are paid by Paso Cares. There is no charge for clients staying at the Warming Station.

Regional Transit Authority buses Route A and Route B drop off on Riverside Avenue. See <http://www.slorta.org/schedules-fares/paso-express/> for a listing of bus stops, timetables and fares. The Paso Express picks up from a variety of locations around Paso Robles, including the North County Transit Center. People coming from Atascadero and Templeton can take the Route 9 RTA bus from those cities to the Transit Center. For timetables, stops, and fares for the Route 9 RTA bus, see <http://www.slorta.org/schedules-fares/route-9/>.

**Is there transportation from the Warming Center the next morning?** There is transportation from the Warming Center back to 2345 Riverside Avenue in the morning, but no additional transportation is

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provided by the Warming Center. There are several public transit (the Paso Express bus) pick up locations along Riverside Avenue. See the links above for timetables, stops, and fares.

**Is there a place to store people's extra gear/possessions, e.g. a storage shed?** Paso Cares has a locked shipping container at 2345 Riverside Avenue. Warming Center clients may store bicycles and small to medium-sized possessions (e.g. backpacks) that they are not taking with them that night to the Warming Center. Clients may collect their possessions from the shipping container the next morning.

**Is there food available at the Warming Center?** No. Dinner is provided while clients are still at Peoples' Kitchen (2345 Riverside Avenue). Only water and coffee are available at the Warming Center. Food is allowed in the evening for clients with a medically necessary. Occasionally volunteer groups donate nonperishable bags of breakfast foods that are given to clients in the morning, but availability depends on donated food.