Business Toolkit on Homelessness

Find out what you can do to help!

Commerce CITY
COMMUNITY
WELL-BEING

What to do when a person needs help?

Get to know the people living on the streets in your area and treat them like any neighbor. Encourage/help them call **public services like 2-1-1**. Connect with the Street Outreach Team at 720-769-5772 or outreach@c3gov.com.

Here is what to do, if you feel comfortable

When someone is sleeping/loitering at your front door:

- Although it is unusual to find someone sleeping in front of your business, try to remain calm and approach the situation gently. Introduce yourself and ask the person's name to build a friendly relationship in case it is not a one-time occurrence.
- Politely ask them to leave using sincere, empathetic language that deflects the request from yourself to a third party (e.g. the property owner asks them to leave, even if that person is you). This reduces the power dynamic and will help in future interactions.
- Let them know where they can be, as opposed to only where they cannot be.
- If they are not cooperative, tell them you are going to call the police, but would rather not. Avoid confrontation and keep a safe distance if you feel threatened in any way. Call the non-emergency police line. If they become disruptive or dangerous, call 9-1-1.
- If a person experiencing homelessness is exhibiting symptoms of being intoxicated or seem to be experiencing an emotional crisis, please do not engage with them.

Connect with the person as a person then connect them with resources

What to do:

- If someone is threatening harm to self or others, acting recklessly or violently, call 9-1-1.
- Make eye contact and talk kindly to people who are without homes.
- Let people know your boundaries on your property. If people are doing something illegal and won't leave, call the non-emergency police line at 303-288-1535.
- Call the Community Well-Being Street Outreach Team at 720-769-5772.
- Keep the area in front of the business clean and well maintained. Keeping your area clean encourages others to respect the area. Install good lighting.

What not to do:

- Assume people know your expectations.
- Offer food or money, unless you are equipped and willing to handle repeat requests.
- Permit anyone to camp on your property, unless you have developed a trusting relationship with them.
- Permit anyone to store shopping carts or personal belongings on your property.

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If someone exhibiting mental health symptoms has walked into the businesses:

- Exhibiting mental health symptoms does not necessarily lead to dangerous and disruptive behavior. If they purchase something, treat them like any other customer. This sets a great example for your employees and patrons. If they do not make a purchase, let them know this area is for customers, and politely ask them to leave.
- If they are symptomatic and disruptive: Ask them to leave clearly and politely. Your safety and the safety of your patrons is your priority. If they remain in the facility, call the Mental Health Crisis Line or appropriate number from the Quick Connect: Who to Call list. Based on the situation, you may want to call 9-1-1 if the situation feels dangerous.

Quick to Connect: Who to Call

Reasons	Organizations	Number and/or Email
Connecting Individuals with Housing Specialists and Community Resources	Community Well-Being Outreach Team	720-769-5772
Navigate Community Resources	Basic Needs, Information and Referral Line	2-1-1
Immediate but Non-Life-Threatening Mental Health Crisis Support	Colorado Crisis Services Hotline	Call: 1-844-493-8255 Text: 38255
Life Threatening or Safety Concerns	Police Department Emergency Line	9-1-1

Be Kind | Advocate | Give Time

Learn more about the Community Well-Being Division by calling 720-769-5772 or visiting **c3gov.com/CWB**.