

OXFORD STREET SHELTER

CLIENT RESTRICTION PROTOCOL **Milestone Foundation, Inc. & Oxford Street Shelter**

The following conditions should be met prior to restriction from either the Milestone Foundation, Inc. and/or the Oxford Street Shelter:

1. Staff will employ de-escalation tactics in an attempt to calm conflicts or adjust behaviors before they lead to a level requiring restriction.
2. Staff of Milestone and OSS will work collaboratively to assist clients in crisis as soon as the situation or behavior is observed.
3. Staff and management will employ, when possible, gradual restriction techniques prior to a full shelter restriction. Full shelter restriction will only be used as a last resort and in the most serious of cases.
4. All other reasonable measures must be attempted prior to restriction.

The following guidelines shall be used once a client is restricted from both Milestone and OSS:

The facility that last denied the restricted client will inform the following community partners that a client is on the street without shelter:

1. City of Portland Emergency Services Dispatch (non-emergency dispatch 874-8575).
2. Ingraham, Inc. 774-HELP
3. Maine Medical Center Emergency Room 871-2381
4. Mercy Hospital Emergency Room 879-3000
5. City of Portland Homeless Health Clinic 874-8445 – Leave a message