I. HYGIENE SERVICES OVERVIEW

The hygiene services provide safe, accessible restroom, shower, and laundry facilities (as applicable) to individuals experiencing homelessness. It is a public facility opened to anyone in the community with no discrimination for entry, similar to a public park restroom. The goal of the program is to improve the quality of life for participants by providing a place to safely and securely access personal hygiene amenities and promote a healthier environment for individuals living on the street.

II. OPERATION STANDARDS/SERVICE OBLIGATIONS- HYGIENE SERVICES

1. Contractor must operate clean, safe and well-maintained hygiene facilities for participants.

2. Contractor must maintain sanitary conditions to minimize spread of communicable diseases and create a pleasant experience for all guests.

3. Contractor must clean and disinfect restroom and shower facilities after each use, and washers and dryers as needed in response to incidents requiring immediate clean up.

4. Contractor must provide adequate toilet paper within the restroom stall and is prohibited from distributing toilet paper in a ration prior to use of the restroom. Supplies are to be monitored and replenished as needed.

5. Contractor must maintain an adequate supply of feminine hygiene products for participants. Supplies are to be replenished as needed.

6. Contractor must provide an adequate supply of laundry detergent for participants using the laundry services.

7. Contractor must supply soap, shampoo, and clean towels to participants utilizing the shower facilities.

8. Showers must have floor mats to prevent slipping/falling, both inside and outside of the shower.

9. Contractor must ensure that the site is maintained in good condition with respect to paint, plumbing, electricity, and other basic maintenance to the property.

10. Contractor must secure a local vendor for small maintenance or everyday repairs and contact General Services Department (GSD) Department of the City of Los Angeles for larger emergency maintenance issues.

11. Contractor must engage participants with courtesy and respect. Contractor will be mindful that should a long line of guests emerge, the line will not impede/block the entrance of any businesses and must work to develop a system that minimizes long lines.
12. The service offerings must be provided consistently according to the schedule in the attached document titled Staff and Schedule Requirements. Permanent alterations to the program’s service capacity or operations schedule must be requested in writing at least thirty (30) days in advance of the change and approved by LAHSA via contract amendment.

13. Contractor must ensure that the bathrooms/shower amenities onsite are maintained in a manner that provides enough privacy for human dignity. Individual locks and/or latches must not be removed.