



## BERGEN COUNTY HOUSING, HEALTH AND HUMAN SERVICES CENTER

120 SOUTH RIVER STREET  
HACKENSACK, NJ 07601-6908  
(201) 336-6475  
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DIRECTOR

Effective Date: 12/16/2009  
Revision Date: 08/08/2012  
Revision No.: 1  
Date: 08/08/2012

### LAW ENFORCEMENT REFERRAL PROTOCOL FOR SHELTER

The Bergen County Shelter for Homeless individuals is located at 120 South River Street in Hackensack NJ. We are currently fully operational with 90 beds of shelter available, lunch and dinner on-site everyday for the shelter guests and community visitors and other ancillary services being provided as well as referral and linkage.

To date we have been working very well with law enforcement and have developed a simple protocol for referring individuals who need shelter. This protocol is as follows:

- If you need to refer someone here we require that you please call us first so that we can be prepared to accept and welcome the individual when they arrive.
  - The phone number is:
    - **201-336-6475.**
- Please bring the individual into the Center and be sure that check in with security so they may log in the necessary information. It is very helpful if you can give us as much information as possible about where the person was and how they got there.
- Just dropping off an individual in the parking lot will result in the Center Director placing a call to the station to address the matter as this is an unsafe practice.
- We respectfully ask that you not transport folks directly to us who are in need of medical care (medically or psychiatrically). They should be taken directly to the hospital and once evaluated can come to us by a referral from the hospital.
- If you have questions or comments please feel free to contact me at 201-336-6476 or email me at [jorlando@co.bergen.nj.us](mailto:jorlando@co.bergen.nj.us).

Thank you for your cooperation and for all you do in the community.