Dear Staff and Security:

Any guest who falls at the Center when a nurse is not present MUST be evaluated by medical personnel. The protocol is to call EMT’s and if the offer is given to transport to the hospital then they must be transported. If the guest refuses then a supervisor must be called. If the police refuse to allow a transport security should call Julia to provide an override.

It is essential that any injured party receive medical assessment as a condition of continued stay in the shelter.

Thank you for your cooperation.

Sincerely,

Julia Orlando
Director