

Incident/Concern Matrix

Loitering/Sleeping

1. Maintain 12 ft of distance and wear a mask
2. Use a gentle voice to greet/wake them, ask if they are okay (if needed)
3. Ask for their name and introduce yourself
4. Calmly ask to please move with short explanation
5. If they will not move, call an outreach team (see reverse)
6. If they do not respond or if you are concerned for your safety or others, dial 911

Potential Illegal Activity

1. If you see a crime dial 911
2. If you or others are unsafe dial 911
3. Make a police report and include:
 - Detail crime, your name, address, and title
 - Pertinent information (date, time, location)
 - Request case # and call back from officer

Challenging Issues

1. If you or others are unsafe dial 911
2. Stay calm – keep hands down and voice quiet
3. Use direct, simple requests
4. If they don't respond after a short time, let them know you are calling the police
5. Hazardous Waste
 - Needles: Sharps container
 - Human Elimination: Bag and dispose

Persistent Concerns

1. Identify issue. Is it legal? What can be done? What is your timeline?
2. Determine best resource/action(s) by calling Lighthouse Mission at 360-483-9561
3. Call community officers for intervention & CPTED evaluation
4. Continue to communicate with LMM & BPD for escalation if needed
 - Neighborhood Advisory
 - City Administrative Meeting



Tips for Owners/Residents:

1. You are not alone – Resources are available.
2. Maintain a distance of 12 feet or more (if possible) – If you or others are unsafe dial 911
3. Remain calm – Keep your hands by your side – Use a quiet voice.
4. Ask their name – look the neighbor in the eye.
5. Be Kind ~ Be Direct.
6. “It's time for you to move on.”
 - “I’m sorry, restrooms are for customers only.”
 - “I really appreciate you helping me clean-up!”
 - "I need to open my business for the day. Could you move, please?"
7. Post signs that outline rules, such as *Restrooms for Customers Only*.
8. You can trespass someone from your property/business. Contact LMM for more information.
9. Request Base Camp referral cards from Lighthouse Mission so you can point them towards a nearby resource.

Resources:

Opportunity Council’s Homeless Outreach Team (7AM – 3PM, M-F): 360-312-3717

Lighthouse Mission Ministries' Outreach Team (4PM – 10PM): 360-527-5195

Lighthouse Mission Ministries Liaison: 360-483-9561

Bellingham Police Department (Non-Emergency): 360-778-8800

Bellingham Outreach Officers:

Officer Knutsen (S. of Whatcom Creek): 360-778-8691

Officer Dearborn (N. of Whatcom Creek): 360-778-8660

Base Camp: 360-733-5120 ext. 215



Lighthouse Mission Ministries

What’s your Timeline?

Immediate – This needs to be handled now. Call police if unsafe or address yourself

Hour or Less – It's important but not an emergency: Call an outreach team

End of Day – It's uncomfortable and I’d like it to change: Call LMM Outreach or HOT team

Few Days – This could become difficult, help is needed: Contact LMM Liaison

Week or Less – Change is necessary, and I am willing to use relational resources to problem solve.