



Volunteers of America®

NORTHERN CALIFORNIA & NORTHERN NEVADA

El Dorado County Navigation Center Frequently Asked Questions

The El Dorado County Navigation Center is a housing focused, low barrier, short-term congregate 60-bed shelter. The shelter does not allow walk-ups, it will operate on a referral basis only. In addition to temporary congregate housing, program participants will receive a continental breakfast, sack lunch and hot dinner daily. Coffee, juice and snacks will be provided to guests daily. The shelter has showers, onsite laundry, internet access, a community room equipped with tables, chairs and a television. The shelter will be run by Volunteers of America (VOA) and will have case managers onsite to provide housing focused, person centric case management services. VOA case managers will work closely with community partners to connect shelter participants to resources available to them.

Participants will be given 2 storage totes to store items inside the shelter. There is room for storing additional belongings in a locked storage container onsite.

Curfew is 9:00 pm-6:00 am. Only persons with preapproval from VOA staff will be permitted to enter or exit during curfew. Any participant whose unexcused absences exceed 5 nights (does not have to be consecutive) will be discharged from the program.

Participants are permitted to have 1 animal provided there is kennel space available. Animals must be on leashes at all times. Owners must be able to care for their animal independently and are responsible for all clean up after their animal

Service animals (as defined by ADA Requirements) are permitted.

Participants are permitted to have 1 working bicycle and may not store parts of bikes or bike trailers.

Participants are expected to engage in their housing stabilization plan and meet with their case manager at least weekly.

Any participant whose actions or behaviors jeopardize the health or safety of staff or other participants will be dismissed from the program.

Alcohol, drugs, paraphernalia, and weapons (including any object that could be used as a weapon) are not permitted inside the shelter.

Participants and staff will be COVID tested at minimum twice weekly. This may change given any guidance from CDPH. Refusal to test is grounds for dismissal from the program.

We cannot store any personal food belonging to participants and food is not permitted in the sleeping area.

Participants who have medications that require refrigeration may have their medications stored in a secure medication refrigerator.

All persons who wish to enter the El Dorado County Navigation Center must meet the following criteria:

1. Not require the use of oxygen.
2. Must be able to:
 - a. independently attend to their own toileting needs (getting self to the restroom, transferring to the toilet, changing adult diaper, or catheter in the restroom);
 - b. shower/bathe themselves, or maintain good hygiene as part of daily routine care;
 - c. feed themselves independently;
 - d. dress themselves independently;
 - e. maintain the cleanliness of their personal bedspace;
 - f. store and take medications independently (a locked refrigerator is available for medications needing refrigeration).
3. Must be willing to live and sleep in a coed congregate low barrier setting.

"Programs like the El Dorado Navigation Center give individuals the opportunity to come into a safe place and get introduced to life-changing services. When my wife and I lived on the streets it was an exhausting twenty-four-hour grind. The moment we stepped into the shelter we were treated with love and dignity by the staff and were able to get back on our feet. These shelters can be the first step toward independence in someone's life." - VOA NCNN Board Chair, Nick Himphill