

# Pilot and Plans

Palo Alto's 2024 Overnight  
Warming Location (OWL)





# Heart + Home *collaborative*

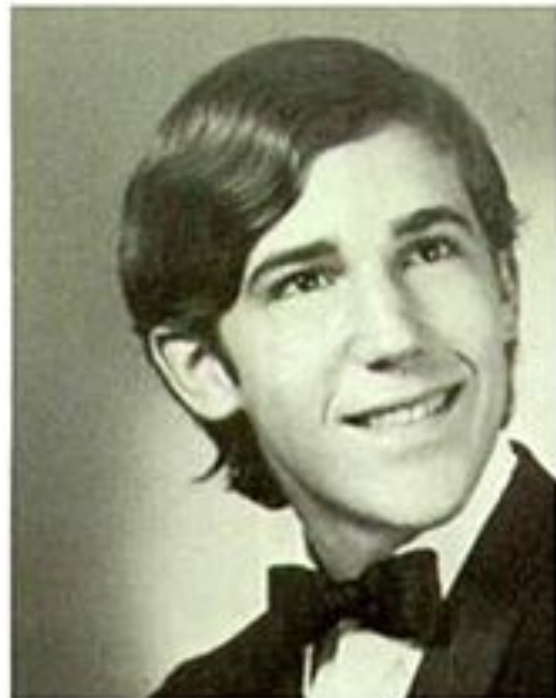
Palo Alto cold-weather  
women's shelter since 2014



# Remembering Theodore Nelson Clegg Jr.

Shiki Toyama

May 28, 2022

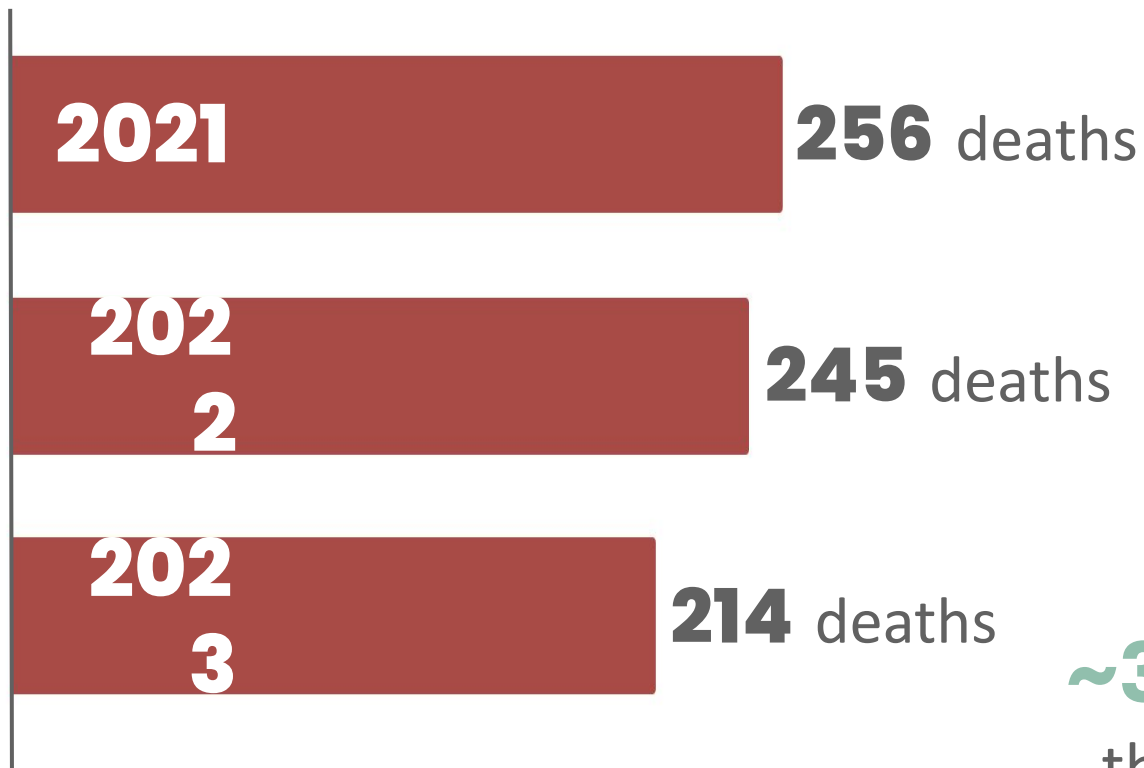


Source: *The Campanile, Palo Alto Daily Post*

May 7, 1954 – Feb 23, 2022

“Homeless individuals face **~3.5 times** the mortality rate of those who are housed” *(Meyer et al. 2023)*

## In Santa Clara County:



Average age:

**52**

**~30 years** younger  
than housed residents





Housing

**HOMEFIRST**  
Where Homelessness Ends™

*By Referral Only*

# OVERNIGHT WARMING LOCATIONS

**Open Nightly • 8:00pm–7:00am**

901 E. Santa Clara St.  
VTA bus lines 22 & 23

1243 San Tomas Aquino Rd.  
VTA bus lines 25 & 57



Bus Tokens



Kennels for pets



Warm drinks &  
prepackaged meals



Case management







Housing

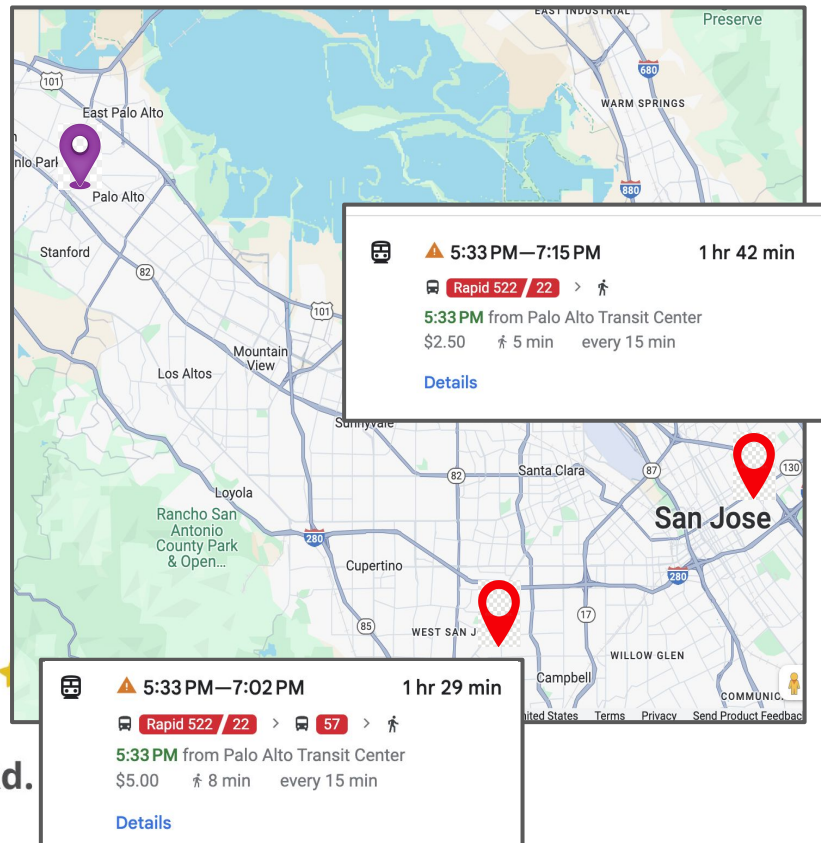
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Our goal was to **save lives** during an inclement weather emergency by offering a place **indoors** on nights when unsheltered residents **won't reliably survive** overnight outdoors.

[☒] Safe

[☒] Respectful

[☒] Accessible



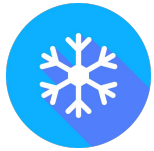
**When does OWL open?**





# Inclement Weather:

severe weather that makes it **unsafe to be outdoors**. Designated inclement weather alerts based on factors including:



Temperature



Rain



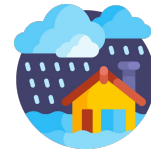
Wind



NWS Alerts



Storms



Flooding

**Santa Clara County Inclement Weather Alerts:**  
to sign up, text BADWEATHER to 888777





888777 >

Mon, Jan 8 at 4:09 PM

SCCGOV: Cold overnight temps mid-low 30s, Wed - Fri. Call Here4You [408-385-2400](tel:408-385-2400) for inclement weather shelter. Alcohol/drug use may increase risk.

**15 nights last year**



**Activate!**



**Staff**



**Security**



**...**



## Spend A Night Indoors

in Palo Alto's Overnight Warming Location

**Place:** Palo Alto Downtown Library

*(270 Forest Ave, Palo Alto, CA)*

**Hours:** 7pm - 6:50am (arrive by 8pm)  
*(no referrals, first 10 people get in)*

**Dates:** Some Nights Only (call to check)  
*(650-463-4953, 9am-5pm)*

**Adults (ages 18+) Only, No Animals**

**What is it?** A 10-bed drop-in space that is open only on nights when the county says there is unsafe cold weather. You'll get a mattress + bedding to sleep and food.

**Who can stay with us?** The first ten adults who arrive each night. No pets/emotional support animals. One bag of belongings.

**Who runs it?** The City of Palo Alto and Heart and Home Collaborative.

**Join Us**



# What happens at the OWL?



**6 – 7pm** Set Up, Indoor Waiting Area

**7 – 8pm** Check In *(cup of noodles or donated dinner)*

**10pm – 6am** Quiet Hours, Lights Out

**6am** Wake Up *(instant oatmeal for breakfast)*

**6 – 7am** Clean Up, Head Out











**Puzzle Table**  
For Adults and Teens





“It was the first time I slept  
through the night in ages.”











“The staff was friendly  
and I was able to pick out  
a book\* to read.”

*\*from the library's free book collection*







**Overnight Warming Location Schedule:**

7 - 8pm: Check In

10pm: Lights Out

5:30 - 6am: Coffee and Breakfast

6am: Wake Up

6:50am: Leave the Property

**Overnight Warming Location Rules:**

1. No violence of any sort – including threats, language, or behaviors
2. No weapons, drugs, marijuana, alcohol, or smoking on the property
3. No destruction of library property
4. Respect staff and fellow residents
5. Follow the program schedule and all space usage guidelines

*Note: If you break these rules, we may immediately dismiss you and call the police.*



**Printable Overnight Warming Location Submissions (front, back and sign)**

*Alternately use if you break these rules, we may immediately dismiss you and call the police.*

1. Violence of any sort – including threats, language, or behaviors
2. Use of weapons (i.e., any object whose purpose is to injure or used to intimidate)
3. Drug, marijuana, or alcohol use on the property
4. Destruction of library property

**Other Rules:** If you break these rules, we may give you one verbal warning and then dismiss you.

1. **Respect and cooperate with staff:** Follow their instructions or let them know if you cannot. Staff is here to support you, but you must cooperate. Please don't touch or harass.
2. **Respect other participants:** You're welcome to help to go on. But when you do interact with others, please respect and follow the rules. Don't touch or harass. Please respect their privacy and belongings, avoid being disruptive, and engage conversationally.
3. **No food, drink, smoking, alcohol, or drugs:** No food, drink, smoking, or alcohol on the property. If you have something to dispose of, please, don't throw it away.
4. **Maintain appropriate hygiene and sanitation:** Please use the restroom. If you have something to dispose of, please, don't throw it away.
5. **Use the space as intended:** This location follows any posted signs, staying within the area of the library designated for shelter, and following all rules, and following all requests.
6. **Keep as many items as possible in the sleeping area:** You can store the rest of your belongings in the library's storage area and come back with your belongings.
7. **Check in any emergency, disaster, or danger you, for your immediate need:** You will get those items back in the morning before you leave.
8. **Do not smoke anywhere in the building:** If you need to smoke, let staff know and they can let you outside for a smoking break.
9. **Respect quiet hours:** Please do not make noise, show lights, or otherwise disrupt others' sleep. Please keep quiet between 10pm and 6am each day.
10. **Wake up on time and with the property each morning:** The rest of the morning is not available outside the library after 6:50am.

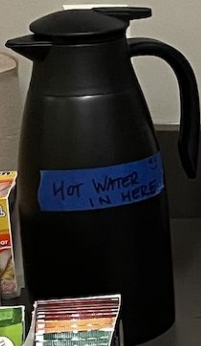
**The shelter schedule is:**

- 7pm - 10pm: Awake hours (lights on, food, conversation, personal activities available)
- 10pm - 6am: Quiet hours (lights off, need to remain quiet to let people sleep)
- 6:30am - 7:30am: Coffee & Light breakfast
- 8am - Wake Up
- 6:50am: Need to be off the Property

*I have read, understand, and agree to comply with these expectations.*

Signature \_\_\_\_\_ Date \_\_\_\_\_ Staff Initials \_\_\_\_\_







“It was exactly what I needed: a safe space to sleep and a warm meal, even if for just a night.”





112

nights indoors



**33**

clients

*10 per night*

**80%**

Palo Altans

**33%**

seniors or  
chronic illness

**27%**

women

**27%**

people of  
color



**How can I help this year?**



# Sign Up for Weather Alerts



*text BADWEATHER  
to 888777*

## Bring Dinner



*info@hhcollab.org*

## Give Out Info Cards

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# Come to our community open house (time TBD)!





 minka.vanderzwaag@cityofpaloalto.org

 650-463-4953



hhcollab.org



info@hhcollab.org

# Questions?

