

# Safety Resource Toolkit for Small Businesses

The Small Business Advisory Board and Economic Development Department compiled resources that can better equip businesses to keep their employees and customers safe. These resources offer guidance on how an employee or business operator can approach quality of life issues related to the current homelessness crisis. The City of San Diego supports and values our small business communities and offers these resources to help businesses cope with current challenges.

Depending on the situation, you may consider referring to these 3 key resources.

1. **9-1-1:** For potentially dangerous situations in which an individual poses an immediate threat to themselves or others.
2. **Psychiatric Emergency Response Team (PERT):** If you contact 9-1-1, they have the capability of dispatching the PERT. This program consists of licensed behavioral health clinicians, law enforcement officers and paramedics.
  - a. Non-emergency: (619) 531-2000 or (858) 484-3154
  - b. [www.sandiego.gov/police/community/mental-health](http://www.sandiego.gov/police/community/mental-health)
3. **Mobile Crisis Response Team (MCRT):** If you witness an individual in need of mental health services, you can contact the County of San Diego's MCRT for licensed mental health clinicians, case managers, and peer support specialists who can respond to behavioral health crises calls that do not involve known threats of violence or medical emergencies.
  - a. (888) 724-7240
  - b. [www.sandiegocounty.gov/content/sdc/hhsa/programs/bhs/BHS\\_MCRT.html](http://www.sandiegocounty.gov/content/sdc/hhsa/programs/bhs/BHS_MCRT.html)

## **Is Someone Loitering or Sleeping in Front of Your Business?**

We encourage you to use calm language and politely ask them to leave. If they refuse to leave or for potentially dangerous situations in which an individual poses an immediate threat to themselves or others, you are encouraged to contact **9-1-1**. For all other situations, you can call the non-emergency line: (619) 531-2000.

## **Has Someone Entered Your Business Exhibiting Disruptive Mental Health Behaviors?**

We encourage you to use calm language and politely ask them to leave. However, safety is always the priority. If they refuse to leave and the situation escalates, contact 9-1-1 which can dispatch PERT. You may also consider contacting the **MCRT** at (888) 724-7240.

## **Has Someone Left Hazardous Waste Near Your Business?**

If you find hazardous waste such as toxic substances, you may consider contacting the **Environmental Services Department** at (858) 694-7000.

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## **Resources for Individuals Experiencing Homelessness**

If you feel comfortable, consider offering the resources provided below.

- **If you observe a child/minor experiencing homelessness** contact San Diego Youth Services [sdyouthservices.org/services/homeless-housing-and-support/](http://sdyouthservices.org/services/homeless-housing-and-support/)
- **Within city limits** contact Homeless Response Center at [HRCSD@sdhc.org](mailto:HRCSD@sdhc.org) or (619) 880-8810 (resources like shelter, housing, financial assistance, and document preparation)
- **Outside of city but within county limits** contact 211 San Diego at 2-1-1 for county resources
- **For individuals experiencing nonviolent behavioral health crises** contact the County of San Diego's Access and Crisis Line at (888) 724-7240
- **For individuals living in their cars** contact John Lowther at [johnl@jfssd.org](mailto:johnl@jfssd.org) or (858) 637-3383, the Director of the Safe Parking Program operated by Jewish Family Services of San Diego

## **Other Helpful Resources**

- If your business is within a **Maintenance Assessment District**, you may have a local nonprofit organization managing maintenance services within your district- [www.sandiego.gov/economic-development/about/maintenance](http://www.sandiego.gov/economic-development/about/maintenance)
- If there is a **trespasser**, San Diego Police Department officers can act as agents for a private property owner. A **Letter of Agency** needs to be on file- [www.sandiego.gov/police/services/letter-of-agency](http://www.sandiego.gov/police/services/letter-of-agency) \*Per California Penal Code section 602, this form must be renewed every 12 months to be effective.
- Are there **encampments** within the public right of way and impeding on your business space? Report it to **Get It Done**- [www.sandiego.gov/get-it-done](http://www.sandiego.gov/get-it-done)
- Notice an encampment on Caltrans/State Property within your community? Submit a **Customer Service Request to Caltrans**- [csr.dot.ca.gov/](http://csr.dot.ca.gov/)
- Notice suspicious activity at a **Metropolitan Transit System (MTS)** center within your community? You can inform MTS security and call (619) 595-4960 or text (619) 318-1338.
- For more information visit:
  - Services for Businesses and Business Districts [www.sandiego.gov/economic-development/resources/services](http://www.sandiego.gov/economic-development/resources/services)
  - Homeless Strategies and Solutions [www.sandiego.gov/homelessness-strategies-and-solutions](http://www.sandiego.gov/homelessness-strategies-and-solutions)