

RESOLUTION NO. 2026- 81

Re: Adoption of a zoning text amendment (ZTA 26-164) to the Chelan County Code Titles 11 and 14 to add 4 new definitions for Emergency shelters, indoor, Emergency housing, indoors, Transitional housing and Permanent supportive housing and amend the district use charts for the Peshastin and Manson Urban Growth Area development regulations.

WHEREAS, during the 2026 regular session, the Washington State Legislature passed Engrossed Substitute House Bill (EHSB) 2266 which was intended to “increase housing supply and advance fair housing by requiring these housing types to be permitted in urban areas on the same terms as other types of lodging and residential development.” These housing types refer to Emergency Shelter, indoors, Emergency Housing, indoor, Transitional Housing and Permanent Supportive Housing as defined in EHSB 2266.

WHEREAS, a text amendment to Chelan County Code Section 14.09 Definitions defining these new housing types and amending the district use charts for the Peshastin and Manson Urban Growth Areas is required to comply with said provisions of state law; and

WHEREAS, the Chelan County Planning Commission held a duly advertised public hearing on August 26, 2026, to consider the proposed amendment and public comment, and make a recommendation to the Board of Chelan County Commissioners; and

WHEREAS, the Chelan County Planning Commission recommended approval as written to the Board of County Commissioners; and

WHEREAS, the Board of Chelan County Commissioners conducted a duly advertised public hearing on September 15, 2026 to examine the record and file of the Chelan County Planning Commission and invite public testimony for or against the proposal; and

WHEREAS, the Board of Chelan County Commissioners found that:

FINDINGS OF FACT:

- 1 Chelan County initiated revisions to Chelan County Code Titles 11 and 14 in response to state mandated changes.
- 2 The Planning Commission recommended approval at their duly advertised public hearing on August 26, 2026.
- 3 Chelan County adopted a Comprehensive Plan pursuant to the requirements of RCW36.70A.040 (4) (d), the Growth Management Act, on February 1, 2000.
- 4 RCW 36.70A.210 requires that the Comprehensive Plan be consistent with the provisions of the adopted Countywide Planning Policies.
- 5 The requirements of RCW 43.21C, the State Environmental Policy Act, and Chapter 197-11 WAC have been satisfied. To comply with the requirements of the State Environmental Policy Act for environmental review of a non-project

action, Chelan County, as lead agency, issued a Determination of Non-Significance for the amendment on June 29, 2026.

- 6 The required State agency review with the Department of Commerce (COM) and other State agencies was initiated on July 9, 2026, under submittal ID No. 2026-S-13019 pursuant to RCW 36.70A.106.
- 7 Chelan County Code, Title 14, provides review criteria for the consideration of adopting amendments to Comprehensive Plans, Maps and Development Regulations. Chelan County followed the procedures required for amendment of the Development Regulations.
- 8 Any Finding of Fact that is more correctly a Conclusion of Law is incorporated herein as such by this reference.

CONCLUSIONS OF LAW:

- 1 The amendment to the Chelan County Development Regulations, as recommended by the Planning Commission on November 19, 2025, is consistent with the requirements of the Growth Management Act (RCW 36.70A), Chelan County Comprehensive Plan and Countywide Planning Policies.
- 2 The amendment does not adversely affect designated resource lands of long-term commercial significance or designated critical areas in ways that cannot be mitigated.
- 3 The amendment does not adversely affect the supply of land for various purposes available to accommodate projected growth over the twenty-year planning period covered by the Comprehensive Plan.
- 4 Reviewing agencies and the general public were given an opportunity to comment on the proposed amendments.
- 5 The amendments are consistent with Chelan County Code Title 14 Development Permit Procedures and Administration.
- 6 The requirements of RCW 43.21C, the State Environmental Policy Act and Chapter 197-11 WAC have been satisfied.
- 7 the adoption of these revisions to Titles 7, 11, and 14 are in the best interest of the public and furthers the health, safety, and welfare of the citizens, together with the economic health of Chelan County.
- 8 Any Conclusion of Law that is more correctly a Finding of Fact is incorporated herein as such by this reference.

NOW, THEREFORE, BE IT RESOLVED that the Board of Chelan County Commissioners hereby adopts Chelan County Development Regulation text amendment, ZTA 26-163.”

BE IT FURTHER RESOLVED that this Resolution shall take effect and be in force on September 15, 2026

BE IT FURTHER RESOLVED that this decision is hereby signed into authentication on the following date,

Dated this 15th day of September, 2026

BOARD OF CHELAN COUNTY COMMISSIONERS



Shon Smith, CHAIRMAN

Kevin Overbay, COMMISSIONER

Brad Hawkins, COMMISSIONER

ATTEST:

ANA ARROYO

DEPUTY CLERK OF THE BOARD

STEP Housing

14.98.646 "Emergency housing, indoor" means temporary indoor accommodations for individuals or families who are homeless or at imminent risk of becoming homeless that is intended to address the basic health, food, clothing, and personal hygiene needs of individuals or families. Emergency housing may or may not require occupants to enter into a lease or an occupancy agreement.

14.98.647 "Emergency shelter, indoor" means a facility that provides a temporary shelter for individuals or families who are currently homeless. Emergency shelter may not require occupants to enter into a lease or an occupancy agreement. Emergency shelter facilities may include day and warming centers that do not provide overnight accommodations.

14.98.1399 "Permanent supportive housing" is subsidized, leased housing with no limit on length of stay that prioritizes people who need comprehensive support services to retain tenancy and utilizes admissions practices designed to use lower barriers to entry than would be typical for other subsidized or unsubsidized rental housing, especially related to rental history, criminal history, and personal behaviors. Permanent supportive housing is paired with on-site or off-site voluntary services designed to support a person living with a complex and disabling behavioral health or physical health condition who was experiencing homelessness or was at imminent risk of homelessness prior to moving into housing to retain their housing and be a successful tenant in a housing arrangement, improve the resident's health status, and connect the resident of the housing with community-based health care, treatment, or employment services. Permanent supportive housing is subject to all of the rights and responsibilities defined in chapter 59.18 RCW.32 33.

14.98.1873 "Transitional housing" means a project that provides housing and supportive services to homeless persons or families for up to two years and that has as its purpose facilitating the movement of homeless persons and families into independent living.

Peshastin District Use Chart

Land Uses	R-1	R-2	R-3	C-D	C-H	I	I-C	P-U
RESIDENTIAL USES								
Accessory Dwelling, Detached	PRM	PRM	PRM	CUP			CUP	CUP
Accessory Dwelling, Attached	PRM	PRM	PRM					
Accessory Structure, Residential 1,500 Square Feet or Less	PRM	PRM	PRM	ACC	ACC		ACC	
Accessory Structure, Residential Greater than 1,500 Square Feet	ACC	ACC	ACC	ACC	ACC		ACC	
Bed and Breakfast	CUP	CUP	CUP	PRM ¹	PRM ¹			
Boarding	ACC	ACC	ACC	ACC ¹	ACC ¹			
Caretaker's Residence				ACC	ACC	ACC	ACC	ACC
Condominiums—Residential (Full-Time Ownership)		PRM	PRM	PRM	PRM		CUP	

[illegible]

Land Uses	R-1	R-2	R-3	C-D	C-H	I	I-C	P-U
Public/Private Corporate, Regional Headquarters, Admin. Offices for Commercial, Industrial, Noncommercial Uses				PRM	PRM	PRM	PRM	CUP
Recycling Center						PRM	CUP	CUP
Telecommunication Facilities (Cell Towers)				CUP	CUP	CUP	CUP	CUP
Trade/Vocational School				CUP	CUP	PRM	PRM	CUP
Utility Uses/Structures					CUP	PRM	PRM	CUP
Wastewater Treatment Facilities						PRM	CUP	CUP
AGRICULTURAL USES								
Agricultural Uses	PRM	PRM	PRM			PRM	PRM	
Agriculturally Related Industry					PRM	PRM	PRM	
Agricultural Processing Facility						PRM	PRM	
Agriculture Building	PRM	PRM	PRM	PRM	PRM	PRM	CUP	PRM
Animal Clinic, Hospital				CUP	CUP	CUP	CUP	
Commercial Composting								
Farm Equipment Sales/Service				PRM	PRM	PRM	PRM	
Feed Lot								
Feed Store				PRM	PRM	PRM	PRM	
Food Processing, Canning, Packing Greater Than 5,000 sq. ft.					CUP	PRM		
Food Processing, Canning, Packing Less Than 5,000 sq. ft.				CUP	PRM	PRM	PRM	
Home Fruit Stand	ACC	ACC	ACC	PRM	PRM	PRM	PRM	
Horse Boarding/Training, Riding Stable								
Kennels, Commercial					PRM	PRM	PRM	
Kennels, Hobby	ACC	ACC	ACC	ACC	ACC		ACC	
Livestock, Commercial								
Livestock/Poultry for Personal Use Only	ACC	ACC	ACC		ACC			
Nursery, Commercial/Retail/Wholesale	CUP	CUP	CUP	PRM	PRM	PRM	PRM	
Poultry, Commercial								
Slaughterhouse								
COMMERCIAL USES								
Accessory Structure, Commercial				ACC	ACC	ACC	ACC	
Arts and Crafts, Antique Sales				PRM	PRM		PRM	
Auto Towing—Secured					CUP	PRM		
Bakery, Retail				PRM	PRM	PRM	PRM	
Big Box Retail					PRM			

Land Uses	R-1	R-2	R-3	C-D	C-H	I	I-C	P-U
Off-Premises Signs, 18 Square Feet or Less With No Lighting				PRM	PRM	PRM	PRM	
Off-Premises Signs, Larger Than 18 Square Feet or With Lighting				CUP	CUP	CUP	CUP	
Boat Sales and Service				PRM	PRM	PRM	PRM	
Brewery				CUP	CUP	CUP	CUP	
Business Offices				PRM	PRM	PRM	PRM	
Car Rental					PRM	PRM	PRM	
Car Wash					CUP	CUP	CUP	
Catering	ACC	ACC	ACC	PRM	PRM	PRM	PRM	
Commercial Copiers/Printers				PRM	PRM	PRM	PRM	
Clinic, Medical, Dental, Etc.				PRM	PRM	PRM	PRM	CUP
Condominium, Time Share/Fractional Ownership			CUP	PRM	PRM			
Convenience Store, Excluding Fuel Sales		CUP	CUP	PRM	PRM	PRM	PRM	
Convenience Store, Including Fuel Sales					PRM	PRM	PRM	
Cultural and/or Historical Facilities	CUP	CUP	CUP	PRM	PRM			PRM
Drive-Up Food Service, Includes Coffee Stands				PRM	PRM	PRM	PRM	
Dry Cleaners, Laundromats				PRM	PRM	PRM	PRM	
<u>Emergency Housing, Indoor</u>				<u>PRM</u>	<u>PRM</u>			
<u>Emergency Shelter, Indoor</u>				<u>PRM</u>	<u>PRM</u>			
Farmer's Market				PRM	PRM	PRM	PRM	PRM
Financial/Lending Institution (Bank, Etc.)				PRM	PRM	PRM	PRM	
Funeral Home/Crematorium				PRM	PRM	PRM	PRM	
Gas/Service Station					PRM	PRM	PRM	
Grocery Store				PRM	PRM	PRM	PRM	
Hardware/Garden Store—Lumber Yard				PRM	PRM	PRM	PRM	
Heating and Plumbing Sales and Services				PRM	PRM	PRM	PRM	
Hotels/Motels/Lodging Facilities				PRM	PRM	PRM	PRM	
Manufactured Home, Sales					PRM	PRM		
Merchandise, Furniture, Home Furnishings, Department Retail Sales and Service				PRM	PRM	PRM	PRM	
Microbrewery, Small Scale; 250,000 Gallons/Year or Less				CUP	CUP	CUP	CUP	
Mini-Storage				ACC	PRM	PRM	ACC	
Mobile Food Service					PRM	PRM	PRM	
Museums, Art Galleries				PRM	PRM	PRM	PRM	PRM
Newspaper Publishing				PRM	PRM	PRM	PRM	

Land Uses	R-1	R-2	R-3	C-D	C-H	I	I-C	P-U
Office Supplies and Equipment				PRM	PRM	PRM	PRM	
Parking Lots/Garages—Commercial or Public				PRM	PRM	PRM	PRM	PRM
Permanent Supportive Housing	PRM	PRM	PRM	PRM	PRM			
Personal Services (Barber, Salon, Etc.)	CUP	CUP	CUP	PRM	PRM	PRM	PRM	
Pet Services	CUP	CUP	CUP	PRM	PRM	PRM	PRM	
Pharmacies				PRM	PRM	PRM	PRM	
Professional Services (Lawyer, Psychiatrist, Etc.)	CUP	CUP	CUP	PRM	PRM	PRM	PRM	
Repair Services, Electronics/Appliances	CUP	CUP	CUP	PRM	PRM	PRM	PRM	
Restaurant				PRM	PRM	PRM	PRM	PRM
Retail—Textiles, Sporting Goods				PRM	PRM	PRM	PRM	
Retail Stores				PRM	PRM	PRM	PRM	
RV Sales and Service					PRM	PRM	PRM	
Short-Term Rentals Tier 1 or Tier 2				PRM	PRM			
Short-Term Rentals Tier 3				PRM	PRM			
Taverns, Bars, Cocktail Lounges				PRM	PRM	PRM	PRM	
Tractor, Trailer Sales					PRM	PRM	PRM	
Transitional Housing	PRM	PRM	PRM	PRM	PRM			
Truck Stops					CUP	CUP		
Vehicle Repair, Service Shops and Auto Sales				PRM	PRM	PRM	PRM	
Video Rental		CUP	CUP	PRM	PRM	PRM	PRM	
Winery	ACC	CUP	ACC	PRM	PRM	PRM	PRM	
Winery, Small Scale	ACC	CUP	ACC	PRM	PRM	PRM	PRM	
INDUSTRIAL USES								
Above/Below Ground Storage of Critical Material					ACC	ACC	ACC	
Accessory Structure, Industrial					ACC	ACC	ACC	
Airports and Supporting Aviation Activities						CUP	CUP	CUP
Apparel Manufacture				PRM	PRM	PRM	PRM	
Asphalt Paving Plant								
Bakery, Wholesale				PRM	PRM	PRM	PRM	
Beverage Industry				PRM	PRM	PRM	PRM	
Building/Construction Materials, Manufacture/Assembly/Fabrication Lumber Yard					PRM	PRM		
Bulk Fuel Distributor						PRM		
Cement/Concrete Plant								
Chemical, Pharmaceuticals, Cosmetics Manufacture/Processing/Packaging						PRM	CUP	

Land Uses	R-1	R-2	R-3	C-D	C-H	I	I-C	P-U
Communications, TV/Radio Stations, Telephone Exchanges				PRM	PRM	PRM	PRM	
Construction Contractor's Yards				CUP	PRM	PRM		
Controlled Atmosphere (CA) Storage					PRM	PRM		
Electronic Product Manufacture/Assembly				PRM	PRM	PRM	PRM	
Fabricated Metal Products, Sheet Metal, Welding				PRM	PRM	PRM	PRM	
Furniture Products Manufacture/Assembly				CUP	PRM	PRM	PRM	
Glass Products Manufacture/Assembly				CUP	PRM	PRM	PRM	
Hardware Products Manufacture/Assembly				CUP	PRM	PRM	PRM	
Hazardous Waste Storage, On-Site				ACC	ACC	ACC	ACC	
Hazardous Waste Treatment, On-Site								
Heliports					CUP	CUP	CUP	ACC
Leather Products Manufacture/Assembly								
Machinery/Heavy Equipment Manufacture/Assembly						PRM	PRM	
Manufactured Homes, Travel Trailers, Campers, Manufacture/Assembly/Fabrication						PRM	PRM	
Medical/Scientific Research, Product Manufacture/Assembly				PRM	PRM	PRM	PRM	
Mineral Extraction, Crushing, Screening, Etc.								
Paper Products Manufacture/Assembly								
Paperboard Containers Manufacture								
Parcel Delivery Service, Packaging, Crating				PRM	PRM	PRM	PRM	
Plastic Products Manufacture/Assembly						PRM	PRM	
Prefabricated Wood Products								
Printing, Publishing, Binding				PRM	PRM	PRM	PRM	
Rendering Plants								
Research and Development, Nonmedical				PRM	PRM	PRM	PRM	
Rubber Products								
Technology Centers				PRM	PRM	PRM	PRM	
Technology Storage Facilities				PRM	PRM	PRM	PRM	
Vehicle, Boat Building						PRM	PRM	
Warehousing, Storage				ACC	ACC	PRM	ACC	
Wrecking/Junk Yard								
RECREATIONAL USES								
Arboretums and Gardens	PRM	PRM	PRM	PRM	PRM	PRM	PRM	PRM
Bowling Alleys				PRM	PRM			
Drive-In Theater								

Land Uses	R-1	R-2	R-3	C-D	C-H	I	I-C	P-U
Exercise Facility			CUP	PRM	PRM	PRM	PRM	
Golf Course	CUP	CUP	CUP					PRM
Driving Range								
Gun/Sportsmen's Club				PRM ²	PRM	PRM	PRM ²	PRM
Miniature Golf				PRM	PRM		PRM	PRM
Mini-Casinos, Game, Card Rooms				PRM	PRM	PRM	PRM	
Playfields	CUP	CUP	CUP	PRM	PRM	PRM	PRM	CUP
Parks and Recreation Facilities	CUP	CUP	CUP	PRM	PRM	PRM	PRM	CUP
Racetrack/Speedway (Horse, Mini-Sprint, Etc.)								
Recreational Vehicle Park or Tent Campground					CUP			CUP
Roller/Ice-Skating Rink				PRM	PRM		PRM	PRM
Theaters				PRM	PRM		PRM	CUP
Trail Systems	CUP	CUP	CUP	PRM	PRM	PRM	PRM	CUP

¹ In existing single-family residences only, as of July 1, 2008.

² Indoor facility only.

³ Per Section [11.88.170\(4\)](#) in any district that permits single-family residences, the renting of rooms to not more than two boarders, roomers, or lodgers is permitted as an accessory use.

Manson District Use Chart

Table 9.1 – District Use Chart

USE/ACTIVITY	UR1	UR2	UR3	CT	CD	MLI	UP
Accessory Dwelling Unit	A	A	A				
Accessory Buildings, Agricultural	A	A	A	A	A	A	
Accessory Uses to Permitted Uses	A	A	A	A	A	A	A
Fences	P	P	P	P	P	P	P
Recreation/Tourist Uses				P			
Signs	A	A	A	A	A	A	A
Adult Family Home	P	P	P				
<u>Permanent Supportive Housing</u>	<u>P</u>	<u>P</u>	<u>P</u>	<u>P</u>	<u>P</u>		
<u>Transitional Housing</u>	<u>P</u>	<u>P</u>	<u>P</u>	<u>P</u>	<u>P</u>		
Bed and Breakfast (3 or Fewer Rooms)	A	A	A		P		

Table 9.1 – District Use Chart

USE/ACTIVITY	UR1	UR2	UR3	CT	CD	MLI	UP
<u>Emergency Shelter, Indoor</u>				<u>P</u>	<u>P</u>		
<u>Emergency Housing, Indoor</u>				<u>P</u>	<u>P</u>		
Caretaker Dwelling Unit					P	P	
Detached Garages	P	P	P				
Duplex Dwellings		P	P				
Guest Inn—4 to 6 Rooms			CUP		P		
Home-Based Business							
Home Occupations	A	A	A				
In-Home Daycare	A	A	A				
Mobile/Manufactured Home Park			CUP				
Multifamily Dwellings (Apartments)			P				
Private Greenhouses	P	P	P				
Dependent Care Housing	CUP	CUP	CUP				
Residential Dwelling Units, Above Ground Floor				A	P	A	
Boarding House	P	P	P				
Single-Family Dwelling	P	P	P				
Single-Family Dwelling, as of December 31, 2017, excluding parcels adjacent to Wapato Way				P ¹	P ¹		
Accessory Uses That Support, Promote or Sustain Agricultural Operations							
Agricultural Uses	P	P	P				
Agricultural Worker Housing, Off-Site							
Agricultural Worker Housing, Permanent	A	P	P				
Agricultural Worker Housing, Temporary							
Agriculturally Related Industry				CUP	CUP	P	
Agricultural Processing Facility						P	
Agricultural Support Services							
Animal Boarding Facilities				CUP			
Kennels							
Farm Visit, U-Pick and Rent-A-Tree Operation	P	P	P				
Roadside Stands, Nursery Greater Than 1,500 sq. ft. Retail							
Roadside Stands, Nursery Less Than 1,500 sq. ft. Retail				P	P		
Winery Less Than 1,500 sq. ft. of Retail Space				P	P	P	
Winery Greater Than 1,500 sq. ft. of Retail Space				P	P	P	

Table 9.1 – District Use Chart

USE/ACTIVITY	UR1	UR2	UR3	CT	CD	MLI	UP
Farm/Agricultural Supply Sales				P	P	P	
Agricultural Theme Market							
Airport/Heliport, Single Engine Crop Dusting/Spraying						CUP	
Commercial Amusement/Recreational Facilities				P	P		
Commercial Feedlot							
Short-Term Rentals Tier 1 or Tier 2	P ¹	P ¹	P ¹	A ¹	A ¹		
Short-Term Rentals Tier 3				P ¹	P ¹		
Lodging Facilities				P	P		
Neighborhood-Oriented Commercial				P	P		
Restaurants and Drinking Establishments				P	P		
Restaurants and Drinking Establishments, Less Than 1,500 sq. ft.				P	P	P	
Tavern					P		
Chemical, Fuel or Fertilizer Distribution, Sales, Bulk Storage						P	
Contractor Storage Yard						P	
Explosives Manufacture and Storage							
Farm Equipment/Machinery Sales and Service						P	
Hazardous Waste Treatment/Storage Facilities, Off-Site							
Heliport, Temporary Emergency and Forest-Related Management Support	P	P	P	P	P	P	P
Inert Waste Site						CUP	
Junkyard/Auto Wrecking Yard/Impound Yard							
Machine Shop—Artisan Goods (behind retail frontage)				CUP	CUP		
Manufacturing, Assembly, Fabrication of Artisan Goods				CUP	CUP	P	
Mineral Extraction, Long-Term							
Mineral Extraction, Short-Term							
Mini Storage						P	
Portable Sawmills and Chippers, Log Sorting and Storage Temporary Installation							
Recycling Inert Waste						CUP	
Remote Industrial Use							
Research Facilities					P	P	
Rock Crusher, Temporary Placement							
Rock Crushing, Sorting, Batching of Concrete or Asphalt							

Table 9.1 – District Use Chart

USE/ACTIVITY	UR1	UR2	UR3	CT	CD	MLI	UP
Sanitary Landfill							
Short-Term Stockpiling of Inert Waste							
Transportation/Shipping Terminal						P	
Vehicle Sales					P	P	
Veterinarian/Animal Hospital—Small animal					P	P	
Warehousing						P	
Wholesale Trade					P	P	
Stockpiling of Sand and Gravel, Etc.							
Retail Sales				P	P		
Retail Trade Serving Industrial Uses						P	
Developed Open Space	P	P	P	P	P	P	P
Educational Institutions, Public or Private	CUP	CUP	CUP				CUP
Educational/Administrative Facilities Associated with Permitted Use	A	A	A	A	A	A	A
Parking Garage				P	P	P	
Parking Lots				P	P	P	
Public Facilities, High Impact	CUP	CUP	CUP	CUP	CUP	CUP	CUP
Public Facilities, Low Impact	P	P	P	P	P	P	P
Recreational Vehicle Park/Campground, Major				P			CUP
Recreational Vehicle Park/Campground, Minor				P			CUP
Schools, Business, Technical or Trade (L)				P	P	P	
Utilities, High Impact	CUP	CUP	CUP	CUP	CUP	CUP	CUP
Utilities, Low Impact	P	P	P	P	P	P	P
Swimming Pools	P	P	P	P	P		P
Churches and Religious Facilities	CUP	CUP	CUP	CUP	CUP	CUP	P
Daycare Center/Preschool	CUP	CUP	CUP	P	P	A	
Food and Beverage Services				P	P	P	P
Personal and Professional Services				P	P	P	
Places of Public and Private Assembly				P	P	P	P
Service Station, Including Automotive Repair				P	P	P	
Cemetery	CUP	CUP	CUP	A	A		P

P¹ = Permitted with Standards

OPTIONAL

11.88.300 Emergency Shelter, Indoor and Emergency Housing, Indoor

For any indoor emergency shelter or indoor emergency housing, the sponsor or managing agency of the property must certify in writing that it has, between the date the permit application was approved and the date the certificate of occupancy was issued:

- (1) Provided the name, if any, of the facility and the name and headquarters address of the managing entity;
- (2) Provided a description of any other programs operating in the building and copies of the applicable licenses and certifications held by the program;
- (3) Notified residents within 500 feet of the indoor emergency shelter or indoor emergency housing;
- (4) Conducted more than one community meeting;
- (5) Designated at least one point of contact authorized to make decisions and take corrective action in the case of an emergency, and provided at least one telephone number to be used in emergencies; and
- (6) Provided documentation of the sponsor's or managing agency's operational policies or procedures for:
 - (A) Promoting and addressing health and safety inside the building and in areas immediately adjacent to the building;
 - (B) Admissions, including a description of the populations the project will serve and potential sources of referral;
 - (C) Program exit or transfer;
 - (D) Handling complaints and grievances from occupants;
 - (E) Health, fire, safety, and occupancy; and
 - (F) Staffing to provide services and resources to the population being served comparable to standard or customary practices for the particular type of housing being provided. The staffing policy or procedure may include, but is not limited to, the number of staff or volunteers present during daytime and nighttime operations, staff or volunteer training, and other processes to provide services and resources to the populations being served.