

# Business For Good San Diego Homeless Tool Kit

For Frontline Staff



**HOMELESSNESS IS A REALITY  
WE LIVE WITH EVERYDAY IN SAN DIEGO.**

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## HERE'S WHAT TO DO IF:

### Someone is sleeping/loitering at your front door:

1. Politely ask them to leave.
  2. If they are cooperative, great.
  3. If they are not cooperative, tell them you are going to call the police but would rather not. Avoid a confrontation and keep a safe distance if you feel threatened in any way. **Call the non-emergency police number at 619-531-2000**, but if they become disruptive and you need additional assistance, call 9-1-1.
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### Someone has walked into the business:

1. Ask if you can help them. If they purchase something, treat them like any other customer - this sets a great example for your patrons. If they do not make a purchase, let them know the area is for customers and politely ask them to leave, if you would do the same for a non-paying patron that is not homeless.
  2. If they are disruptive: Your safety, and the safety of your patrons, is the priority. Tell them you are calling the police and then **call the non-emergency police number at 619-531-2000** - but call 9-1-1 if you need additional assistance.
  3. Do not offer food or drink free of charge if you would not do so for patrons that are not homeless, as it often encourages panhandling or repeat visits for handouts.
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### You want to help them find a meal or social services:

1. Call 2-1-1, an organization that connects people to over 6,000 community, health and disaster services. It's free and available 24/7.
2. Call the non-emergency line at 619-531-2000 to connect them with HOT (Homeless Outreach Team). SDPD created HOT to assist in providing better service. The team consists of police officers, County Health and Human Services Specialists, and psychiatric clinicians from the Psychiatric Emergency Response Team (PERT).



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SAN DIEGO