



HOMELESSNESS GUIDE FOR BUSINESSES

Homelessness is an extremely complex social issue that impacts the quality of life in our community. There are no easy solutions. The Carlsbad Police Department recognizes that homelessness affects businesses uniquely and would like to offer the following suggestions for dealing with this issue.

Avoiding Conflicts: The following tips are intended to help businesses avoid conflicts related to homelessness.

- File a Trespass Authorization Letter with the Police Department. This letter authorizes the Carlsbad Police Department to enter your property at all times to investigate suspicious activity and to arrest people who are trespassing if they refuse to leave. Trespass Authorization Letter link: <https://www.carlsbadca.gov/departments/police/services/trespassing>
- If you do file a Trespass Authorization, you must post NO TRESPASSING signs.
- Communicate your boundaries. If someone is in your store and they do not make a purchase, let them know this area is for customers, and politely ask them to leave.
- Do not offer food or money. It may encourage more panhandling. If you are inclined to help someone experiencing homelessness, it is better to contribute to local nonprofits, faith-based organizations, food banks, or other grassroots organizations that assist the needy.
- Do not permit anyone to camp or loiter on your property.
- Do not allow anyone to store shopping carts, bedding, or other personal belongings on your property.
- Restrict access to sidewalk overhangs, alcoves, or other areas protected from inclement weather.
- Lock or remove handles from water spigots.
- Keep trash dumpsters locked when not being filled or emptied.
- Secure personal belongings, construction equipment, containers, and outside storage sheds.
- Lock or turn off exterior power outlets.
- Lock gates after hours.
- Install motion-activated exterior lighting after hours.
- Trim landscaping to eliminate hiding places. Bushes should be kept trim which would provide hiding places, block views, lighting, or camera coverage (if available).
- Keep property free of trash, litter, junk, etc.

- Use graffiti-resistant paint or anti-graffiti coatings on the sides of the building and any other design features that could be vandalized. Report graffiti and other vandalism, and clean up promptly after the officers have taken pictures, etc.
- Design public amenities to discourage misuse, e.g., shape benches and other seating to be comfortable for sitting but not for sleeping.
- Establish, post, and enforce rules of conduct for public use of private property. Include signs of nighttime curfews and prohibitions of loitering, illegal lodging, drinking alcoholic beverages, drug activities, etc. The signs should state that persons engaged in prohibited conduct will be asked to leave the property, and that failure to cease the conduct or leave the property will result in a call to the CBPD.
- Install surveillance cameras to cover public areas.
- When interacting someone who is experiencing a mental crisis or appears under-the-influence, contact the 9-1-1 or the Non-Emergency Police.

HELPFUL CONTACTS

EMERGENCY: 9-1-1

CARLSBAD POLICE NON-EMERGENCY LINE: 760-931-2197

CARLSBAD POLICE HOMELESS OUTREACH VOICEMAIL: 760-931-2249

HOMELESS RESPONSE PROGRAM MANAGER: 760-931-3824

CODE ENFORCEMENT: 760-602-2703

GRAFITTI REMOVAL (PUBLIC PROPERTY ONLY): 760-434-6700

City's website on homelessness: <https://www.carlsbadca.gov/departments/police/programs/homeless-outreach-team>

SIGN UP FOR REGULAR UPDATES!

Comprehensive Guide of County Resource Line (24/7): 2-1-1

ACCESS AND CRISIS LINE (24/7 Mental Health/Substance Use Information Line): 1-888-724-7240