

Homelessness & Public Safety

Resources for Employers and Employees

Businesses in our community have experienced increased incidents of trespassing, unsanctioned camping, theft, abandoned debris, vandalism, and property damage. This resource was developed by the Eugene Chamber Business Leaders Task Force on Homelessness with support from the City of Eugene, to provide local businesses with tools to communicate with our unhoused neighbors, and clarification of rights when local businesses become victims of crimes.

To access a digital version of this flyer with clickable links, see the QR Code on the following page.

Trespassing



Deterrence First:

- Post “no trespassing” signs on your property
- **All businesses should file a Trespass Letter of Consent with Eugene Police:** eugene-or.gov/2027/Trespass-Letter-of-Consent

If someone is actively on private property without permission:

- If possible, communicate clearly to the person they are trespassing and that you need them to vacate your business premises
- **If the trespasser refuses to leave, call Eugene Police:** 541-682-5111 (non-emergency) or 9-1-1 (for emergency); tell dispatcher that you’ve told the trespasser they are trespassing and that they refuse to leave, tell dispatcher that you have a Trespass Letter of Consent on file with Eugene Police (see above for instructions on how to file). CAHOOTS is dispatched through Eugene Police (typically by calling the non-emergency number). Response times vary greatly.

Vandalism, Theft, Property Damage



Deterrence First:

- Contact the Eugene Police Community Engagement Team for crime prevention advice for your property, business, or employees eugene-or.gov/944/Community-Engagement-Team

If a criminal incident occurs:

- **Report all incidents online to Eugene Police** ceapps.eugene-or.gov/epdcoplogic/
You can upload photos and quickly get a case number for insurance or reference purposes.

Unsanctioned Camping



If unsanctioned camping has occurred on your property:

- **Report unsanctioned camping:** eugene-or.gov/4902/Report-Concerns
- **Report unsanctioned vehicle camping in the right-of-way:** eugene-or.gov/2779/Report-a-Vehicle-Camping-or-Parking-Prob
- **Report debris or waste on adjacent public property/right-of-way (sidewalk, streets, planting strips):** eugene-or.gov/1776/Maintenance-Service-Request
- **Call Eugene Police to report camping in adjacent planting strips** (541-682-5111), or designate an agent to report for them by filling out the form at: eugene-or.gov/4410/Planting-Strip-Designated-Agent-Process
- **Clean-Up resource recommendations for private property:** Anything on private property is the responsibility of the property owner. These services are at the owner’s expense. To add recommendations, please contact the Chamber.
 - **Waste, debris or Vandalism:** NorthWest HazMat, nwhazmat.com, (1-800-597-1323)
 - **Graffiti:** New Look Cleaning (541-912-3282)

Additional Resources



Safety Training & Homeless Support

- **EPD's Community Engagement Team** offers de-escalation, safety and "City Watch" trainings, information on how to protect your business, as well as assessments. Contact an EPD team member for your neighborhood: eugene-or.gov/944/Community-Engagement-Team
- **Community Trainings & Support:** White Bird Clinic offers public safety and de-escalation trainings. Contact: whitebirdclinic.org/contact or 541-342-8255. Sheltercare also offers a workshop for businesses about how to handle an interaction with an unhoused person. Contact: Michelle Hanks, CEO at mhanks@sheltercare.org or 541-686-1262 x2310.
- **Resources for unhoused individuals:** If you would like to provide resources to unhoused individuals, you can access a printable list of local resources here: <https://www.eugenechamber.com/hs-resources.html>

White Bird Clinic publishes a Human Services Resource Directory online, which can be accessed here: little-help-book.netlify.app/table-of-contents-style-homepage/index.html



Other Tips for a Safe Response

1. Assess the situation from a safe distance prior to engaging with any individuals on your property.
2. Odds are, this won't be a one-off interaction, so if it feels safe, it's good to establish a friendly relationship. Introduce yourself. Ask for the person's name.
3. Politely ask them to leave using sincere empathetic language that deflects the request from yourself to a third party (e.g., the property owner asks them to leave, even if that person is you). This reduces the power-dynamic, and will help in future interactions.
4. Let them know where they can be, as opposed to only where they cannot be.
5. If they are not cooperative, tell them you are going to call the police, but would rather not. Avoid confrontation and keep a safe distance if you feel threatened in any way. Call Eugene Police non-emergency 541-682-5111 first, and if they become disruptive or dangerous call 911.

The City of Eugene's Unhoused Response team has a business liaison to help local businesses address the impacts of homelessness, understand and access resources, and reach practical outcomes. Contact Ed Russo erusso@eugene-or.gov

To become involved with the Eugene Chamber's Business Leaders Task Force - a group of local business leaders bringing private sector resources and support to public and nonprofit efforts to collectively end homelessness in our community - or to suggest changes to this document, email homelessinitiative@eugenechamber.com



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