

CENTER ON HALSTED OPERATIONS PLAN



Center on Halsted is the Midwest's most comprehensive community center dedicated to advancing community and securing the health and well-being of the Lesbian, Gay, Bisexual, Transgender and Queer (LGBTQ) people of Chicagoland. More than 1,400 community members visit the Center every day, located in the heart of Chicago's Lakeview Neighborhood.

CENTER ON HALSTED PREMISES: 3656 N HALSTED
CHICAGO, IL 60613

HOURS OF OPERATION: Daily 8am to 9pm

Center on Halsted (COH) provides a **safe and welcoming environment** with programs and services for the entire community. Community programs range from volleyball and dance performances to story time and knitting. Social Services programs range from rapid HIV testing and group therapy to vocational training and senior programs. COH collaborates regularly with other organizations and groups from across Chicago and the nation to provide additional programming for the community.

In addition, there is a Whole Foods Market in the building with two levels of underground parking at Center on Halsted, exclusively for Whole Foods customers. Free wi-fi access is available throughout the building.

MISSION AND VISION

Center on Halsted's vision is *a thriving lesbian, gay, bisexual, transgender and queer community, living powerfully in supportive inclusive environments*. In support of this vision, the mission is that Center on Halsted advances community and secures the health and well-being of the LGBTQ people of Chicagoland. Operationalizing this mission includes advancing community and developing strong relationships with neighbors, local businesses, and other organizations that support our mission. Part of our strategic plan is to extend the geographic reach of the Center and build relationships with organizations throughout Chicagoland. Center on Halsted invites any neighbor, community member, or out of town visitor, to take a tour of the Center to learn more about our history, learn about our programs and services, and ask any questions they may have. Community members are always encouraged to reach out to the Center should they have any questions or concerns.

GOOD NEIGHBORHOOD RELATIONS

Center on Halsted values the vibrant diversity that makes Chicago an exceptional city. In creating this community space, we employ our values around diversity & inclusion, health & well-being, and relevance across Chicagoland to ensure to the best of our ability that the experience of everyone who walks through our doors is enjoyable.

The Center is a smoke free building and enforces all applicable City and State non-smoking laws as they relate to both the interior and exterior of the building.

Beginning in January of 2014, the Center made the sidewalk on West Waveland Avenue a no-loitering and a no-smoking zone. Since this date, the Center has added signage to ensure community members or patrons do not gather or in any way impede safe passage for the public. Both Center operations staff and its contracted security provider address anyone or any group of people gathering on the sidewalk.

Center on Halsted has contracts with a private security provider. Security personnel and COH operations staff are responsible for maintaining the safety and harmony of the building and the people within it. Security and operations staff enforce the *Code of Conduct* using their best judgment. Security is not responsible for providing social services to patrons and will refer patrons to the appropriate staff, if known, when patrons are seeking help with personal issues.

The security provider employs off-duty police officers, which helps ensure a timely response from the Chicago Police Department when needed. When Center on Halsted was designed, there was a strong commitment to creating a mix of open, vibrant, and accessible spaces as well as confidential, secure spaces. On the occasion when officers enter the building, staff is immediately made available to assist.

Security patrols the entire building and surrounding areas. On the occasion when a *Code of Conduct* violation results in an arrest by the Chicago Police Department, security personnel or Center staff signs the complaint. Attending court dates is a priority and Center on Halsted makes every effort to have the complaint signor attend. In the event the individual fails to show on the court date scheduled or if the court date is rescheduled for another reason, Center staff and/or security personnel will make every effort to attend the new date scheduled.

OUR BUILDING

Opened in 2007, Center on Halsted's home is a testament to the growing strength and diversity of the LGBTQ community. As an award-winning, integrative and forward-thinking design, it reminds visitors of our shared future together. The building is comprised of both public and private spaces. The Center also rents various spaces in the building. All patrons are required to follow the Center's *Code of Conduct*.

The third floor of Center on Halsted includes a 161-seat theatre, a full gymnasium and has a beautiful roof terrace. When programming is taking place that is open to the public, elevators are programmed to provide access and stairwells are opened. Otherwise, we shut off access to the third floor when Center programming or external rentals are not taking place. When the third floor is open, both Center operations staff and our contracted security provider regularly conduct security walkthroughs to ensure a safe environment for all and to ensure compliance with our *Code of Conduct*. Reception and operations also monitor building areas by using an integrated security camera system.

OCCUPANCY LIMITS

All public areas and rental spaces in the building have occupancy limits posted. Both Center operations staff and our security provider help to ensure occupancy never exceeds posted limits.

EXIT PLANS AND STRATEGY

The Center has exit floor plans posted that help direct patrons in addition to illuminated Exit signage throughout. The Center also has evacuation plans and provides active shooter training to all Center employees and contract staff.

GENDER-INCLUSIVE RESTROOMS

As part of our vision of providing supporting and inclusive environments, our restrooms are open to everyone regardless of gender. Everyone should be able to use the restroom of their choice, free of abuse and harassment of any kind. We ask all Center employees, renters, and anyone from the public visiting the Center to support us in keeping this space safe and accessible for everyone. Should any *Code of Conduct* violation occur, Center operations staff and/or security immediately address and document. Chicago police is contacted whenever needed.

In those instances where an individual would prefer to use gendered restrooms, that option exists on the first floor of the building. There are also Family Bathrooms with a diaper station on the second and third floors.

CITY AND STATE REGULATIONS AND POLICIES

The Center complies with all City and State regulations and policies and enforces all laws that relate to the Center.