



PALLET VILLAGE DIGNITY STANDARDS



INHERENT & ABSOLUTE

HYGIENE FACILITIES

MEALS

TRANSPORTATION

SAFETY

SUPPORTIVE SERVICES

Pallet's mission is to end unsheltered homelessness. Pallet villages are operated by community partners who collaborate with village residents to end their unhoused status, while transitioning into stable housing as quickly as possible. Villages provide life-sustaining services in a manner that fosters a safe, affirming, and dignified atmosphere for all residents. Discrimination or disparate treatment toward village residents on the basis of race, religion, national origin, immigration status, gender or non-gender conforming, sexual orientation, or any other protected class is strictly prohibited.

At Pallet, we believe in all people's inherent and absolute dignity. Guided by feedback from village operators and Pallet team members with lived-experience, we have created a set of dignity standards intended as universal and irreducible requirements for the purchase and use of Pallet shelters. These are organic principles intended to evolve and refine as we learn more about what works best.





HYGIENE FACILITIES

Everyone is entitled to hygiene and sanitation that is clean, safe, secure, and that provides privacy and ensures dignity. **Well-maintained toilets are mandatory at all Villages and must be available at all times.** Flush toilets are strongly preferred, especially as the number of residents increases. **Well-maintained hand-washing facilities are mandatory and must be available at all times. Residents must have access to showers.** Showers on site are preferred. An alternative shower plan is acceptable assuming reasonable distance and safety. **Residents must be able to wash their clothes as needed.** Laundry on site is preferred. An alternative laundry plan is acceptable assuming reasonable distance and safety.





MEALS

All people should live free of hunger, food insecurity, and malnutrition and **Villages are required to confront and solve for these issues. Clean, safe drinking water must be available to all residents at all times.** The provision of **two-to-three nutritious meals daily and a place to prepare meals** is strongly preferred. Operators should ensure that all areas used for food storage or preparation are kept sanitary and comply with local health codes. When needed, residents should be aided in signing up for food-based government benefits upon moving in.





TRANSPORTATION

Access to essential services is a basic human right.

Villages must not be more than one mile from an active public transportation hub allowing access to essential services such as food, healthcare, public benefits, and employment. Where not possible, shuttle services or other alternative transportation must be provided.

Accommodations should be made for people with disabilities who are unable to access general means of transportation.





SAFETY

We all want to feel safe in our neighborhoods. Residents, staff, and the surrounding communities should be afforded every available measure of safety and security. **Site infrastructure must include exterior fencing, locking gate/monitored entrances, and operable lighting. Cabin spacing must be approved by the local fire authority, addressing the risk of fire and its potential to spread. Village operators must maintain and ensure clear pathways between and in each cabin. Operators must enforce a strict policy against smoking or open flames inside cabins. Operators must have sufficient staff on duty at all times and enforce established safety measures.** Staff with de-escalation and trauma-informed training is strongly preferred. **A zero-tolerance policy toward violence, abuse of power, threats/intimidation, sexual harassment/assault, or discrimination of any kind is mandatory for all persons at the village.**





SUPPORTIVE SERVICES

The primary function of villages is to provide a supportive, safe community for residents to access services needed to permanently end their unhoused status. **Village operators must engage residents in supportive services/ case management. Supportive services must be client-centric with an emphasis on attaining stable housing, publicly available benefits, holistic health care, vital documents, and employment.** Case management should be frequent, consistent, and transparent. It must be offered by trained staff.

