What is the Chamber Community Care Kit?

The Anchorage Chamber of Commerce developed the Community Care Kit to help local businesses respond to challenging on-the-ground situations.

Situations include:

- Individuals experiencing behavioral health crisis
- Unsheltered individuals sleeping or congregating outside of local businesses
- Substance misuse and related risks
- Damage to property
- Employees in crisis and in need of resources

The Care Kit is action oriented. The content focuses on solutions that help local businesses respond kindly and effectively and connect community members in crisis to the support they need.

Embracing Community Values

Local business leaders weighed in on the community values that drive the content of this Care Kit. These values rose to the surface during the focus groups and survey process and reflect the priorities Anchorage Chamber members have for how we respond when community members are in crisis.
The Anchorage Chamber of Commerce, with a grant from the Rasmuson Foundation, developed the Community Care Kit by combining best practices from other cities around the country with Anchorage stakeholder feedback.

Local feedback came from surveys and two round-tables where businesses had an opportunity to weigh in on the challenges they see and ways a Care Kit could help address them. Businesses shared additional feedback and ideas for the Care Kit through an online survey. An advisory group of service providers, businesses, and community members provided feedback on the Care Kit content.

Agnew::Beck Consulting conducted the research and developed the content on behalf of the Anchorage Chamber of Commerce.
Responding to Community Members and Employees in Crisis

Best Practices During Crisis Response

**Do**

- Only engage if you are comfortable doing so and feel safe.
- If a situation ever becomes unsafe, call 9-1-1.
- Treat all people with respect, no matter their circumstances.
- Make eye contact and connect with people as fellow community members.
- If possible, ask questions to help identify the right resource/number to call.
- Try to de-escalate the situation if possible.
  
  The goal is to reduce the likelihood of escalation to physical violence. Use phrases such as “I understand you are upset” and “I’d like to try to help you.”

- If conversation is not possible, use the resource guide and situational examples to determine who to call.

- Please take time to take care for yourself and recognize that this is a deeply painful community problem. These conversations are hard.

**Do Not**

- Do not approach a potentially violent situation.
- Do not approach a situation with anger or a raised voice. This will escalate a situation and make resolution more difficult.
- Do not permit individuals to store personal items at your business.
- Do not offer money to individuals. Instead, try to connect individuals to the services they need, and contribute to organizations that provide community services as you’re able.

**WHEN TO CALL 911**

Call 911 in the event of a medical emergency, a situation that could or does pose a danger to life, property or both. Also call 911 to report a serious crime, such as physical assault, robbery, domestic violence, or sexual assault.
Responding to Community Members and Employees in Crisis

Response in Action

PHONE TREE

Is there a medical emergency OR is someone in immediate danger or threatening public safety?

No

Yes

Call 9-1-1
Available: 24/7
Connects you with an Anchorage Police Department dispatcher

Are you concerned someone is considering self-harm or in need of someone to talk to about their mental health? Is the person willing to get help over the phone?

Yes

No

Call 9-8-8
Available: 24/7
Connects you to a crisis counselor who provides free, confidential support over the phone

Is someone in need of behavioral or mental health support? Does the situation require in-person support?

No

Yes

Call 3-1-1
Available 24/7. Calls fielded by APD dispatchers after 8pm
Connects you with a dispatcher who will assess the situation and dispatch A) the Mobile Crisis Team, which responds to behavioral health crisis or B) the Safety Patrol, which responds when individuals are incapacitated due to substance use

Is someone looking to be connected to resources, such as food, housing, employment?

Yes

No

Call 2-1-1
Available: M-F 8:30am-5:30pm
Connects you with a call specialist who will identify the right resources for your need in your area

If outside hours of 2-1-1, refer to the Resource List

Is someone looking for a specific resource?

Yes

No

Review the Situational Examples for additional guidance

Refer to the Resource List
## Responding to Community Members and Employees in Crisis

### “What to do if...?”

<table>
<thead>
<tr>
<th>Business Owner Situation</th>
<th>Best Practices</th>
</tr>
</thead>
<tbody>
<tr>
<td>Someone is exhibiting violent behavior, such as physical threats or displays of weapons.</td>
<td>Call 9-1-1 if a situation is violent or shows threats of violence.</td>
</tr>
<tr>
<td>Someone is being verbally abusive to staff or customers.</td>
<td>Call 3-1-1 and ask for the Mobile Crisis Team. If the situation becomes unsafe, call 9-1-1.</td>
</tr>
<tr>
<td>Someone is experiencing a behavioral health crisis at or near your business.</td>
<td>Call 3-1-1 and ask for the Mobile Crisis Team.</td>
</tr>
<tr>
<td>Someone is sleeping in your building entrance or parking lot.</td>
<td>Keep in mind that this person has just spent the night outside and likely had a hard night’s sleep. Be kind and use direct language to let the individual know they can no longer sleep in that location. Ask if they need help and provide suggestions for where to go to seek shelter and resources. If a situation is not resolving on its own, call 3-1-1 and ask for the Mobile Crisis Team to come assist. If a situation ever becomes unsafe for you or the individual, call 9-1-1.</td>
</tr>
<tr>
<td>There are hazardous materials in or near your business, including human waste or drug paraphernalia.</td>
<td>A hazardous waste pick-up service is available on a call-in basis. Please call 428-1742 or 343-6250 for further information. Hazardous waste dropoff is available at the Anchorage Regional Landfill from 8:00am–5:00pm Tuesday to Saturday, and at the Central Transfer Station from 8:00am–5:00pm on Tuesday, Thursday, and Saturday. For additional guidance, refer to the CDC’s guidelines for cleanup: <a href="http://www.cdc.gov/healthywater/global/">http://www.cdc.gov/healthywater/global/</a></td>
</tr>
<tr>
<td>Someone is incapacitated.</td>
<td>Call 3-1-1 and ask for the Safety Patrol.</td>
</tr>
<tr>
<td>A patron or employee is experiencing a mental health crisis or threatening self harm.</td>
<td>Call 9-8-8 if the individual is willing and able to talk to someone remotely. Call 3-1-1 if the individual needs in-person assistance. If a situation becomes unsafe, call 9-1-1.</td>
</tr>
<tr>
<td>A patron or employee needs help getting access to resources, such as food or housing assistance.</td>
<td>Direct the employee to call 2-1-1 to be connected to services, or refer to the resource list to find a specific service or organization.</td>
</tr>
<tr>
<td>Someone asks for money or other goods.</td>
<td>Politely decline. Offer to connect individual to community services (see Resource List) or via 2-1-1.</td>
</tr>
</tbody>
</table>
Responding to Community Members and Employees in Crisis

How You Can Make A Difference

What Else You Can Do

Business leaders in the focus groups and who responded to the survey shared interest in understanding longer-term solutions to these situations. Beyond having the tools to effectively respond to challenging situations as they happen, how can local businesses contribute to reducing the instance of these situations in the first place?

- Share materials with employees and make a business-specific plan that fits your needs.
- Invest in training opportunities, including de-escalation and trauma-informed care. Educate yourself and staff on best practices.
- Hold company-wide volunteer opportunities.
- Find out if you can donate excess items from your business, such as food, clothing, or hygienic items.
- Consider building improvements to enhance safety, particularly the Crime Prevention Through Environmental Design model. Contact Anchorage Police Department’s CAP team to set up a consultation about building improvements to enhance security. Contact Sgt. Bakken at 907-786-2406 or mark.bakken@anchorageak.gov.
- Support efforts to increase affordable housing and supportive services in Anchorage, including behavioral and mental health supports, so that fewer people are in crisis.
Responding to Community Members and Employees in Crisis

Resource List

Crisis Response/Intervention

911: Emergency line
311: Non-emergency line for reaching Municipal services, including the Mobile Crisis Team, Safety Patrol, and more
988: Suicide prevention and mental health crisis helpline
211: Helpline to get connected to local resources, such as food, housing, healthcare, and more

Emergency Shelter

<table>
<thead>
<tr>
<th>Shelter Name</th>
<th>Phone Number</th>
<th>Address</th>
<th>Location</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anchorage Gospel Rescue Mission</td>
<td>907-563-5603</td>
<td>2823 Tudor Rd, Anchorage</td>
<td>University Area</td>
<td>Shelter for single men and women, faith-based recovery program for men, six month shelter accommodation for women returning to the workforce or transitioning to permanent housing.</td>
</tr>
<tr>
<td>Abused Women's Aid in Crisis (AWAIC)</td>
<td>907-272-0100 (24-hour line)</td>
<td>100 W 13th Ave, Anchorage</td>
<td>South Addition</td>
<td>24 hour Crisis line, shelter, and support for victims of domestic violence and their children.</td>
</tr>
<tr>
<td>Brother Francis Shelter</td>
<td>907-277-1731</td>
<td>1021 E 3rd Ave, Anchorage</td>
<td>Mountain View</td>
<td>Shelter for single men and women; check in between 4:15pm-11pm. Guests at the shelter have access to on-site basic medical care.</td>
</tr>
<tr>
<td>Clare House</td>
<td>907-563-4545</td>
<td>4110 Spenard Rd, Anchorage</td>
<td>Spenard</td>
<td>Shelter for pregnant women and women with children under the age of 18.</td>
</tr>
<tr>
<td>Covenant House</td>
<td>907-272-1255</td>
<td>755 A St, Anchorage</td>
<td>Downtown</td>
<td>Shelter and other supportive services for homeless youth.</td>
</tr>
<tr>
<td>Hope Center</td>
<td>907-277-4302</td>
<td>240 E 3rd Ave, Anchorage</td>
<td>Downtown</td>
<td>Women's cold weather shelter opens at 5:45 pm daily, dinner is provided. Shower house 9a-2pm M-F for men and women.</td>
</tr>
<tr>
<td>Salvation Army McKinnell House</td>
<td>907-276-1609</td>
<td>1712 A St, Anchorage</td>
<td>Fairview</td>
<td>Shelter for families with children.</td>
</tr>
</tbody>
</table>

Legal Aid

<table>
<thead>
<tr>
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<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alaska Legal Services</td>
<td>907-272-9431</td>
<td>1016 West Sixth Avenue, Suite 200, Anchorage</td>
<td>Downtown</td>
<td>Legal assistance for those facing critical civil legal issues ranging from consumer law, family law, housing problems, public benefits, healthcare, Alaska Native law, and other areas specific to veterans or the elderly.</td>
</tr>
</tbody>
</table>

Health Insurance

Need help signing up for insurance? United Way Insurance Navigators can help individuals sign up for insurance. Call 2-1-1 or visit their website here: alaska211.org

Enroll in Medicaid at Healthcare.gov
### Anchorage Gospel Rescue Mission
- **Phone:** 907-563-5603
- **Address:** 2823 Tudor Rd, Anchorage University Area
- **Serves:** Meals served Monday-Friday 6:00-7:15 & 4:30-6:00pm. Meals Saturday and Sunday at 10:00am-11:00 am and 4:30pm-6:00pm. Families welcome. Must have ID and be able to pass breathalyzer.

### Bean's Café
- **Phone:** 907-433-8600
- **Address:** 1020 4th Ave, Anchorage Mountain View
- **Serves:** Mobile meal services for Bean's Café and The Children's Lunchbox.

### Muldoon Community Assembly
- **Phone:** 907-337-9495
- **Address:** 1005 Ermine Street Northeast
- **Serves:** Mobile food pantry every Wednesday at 9:30am.

### Chugiak/Eagle River Food Pantry
- **Phone:** 907-694-5228
- **Address:** 12836 Old Glenn Hwy, Eagle River Eagle River
- **Serves:** Food pantry open 10am-1pm Mondays and Fridays, 5:30-7:30pm Tuesdays.

### Church of the Nations
- **Phone:** 907-272-1255
- **Address:** 810 E 9th Ave, Anchorage Downtown
- **Serves:** Hot meal on Sundays 3:00pm-4:30pm.

### Covenant House
- **Phone:** 907-272-1255
- **Address:** 755 A St, Anchorage Downtown
- **Serves:** Food provided for homeless youth.

### Division of Public Assistance: Food Stamps
- **Phone:** 1-800-478-7778
- **Address:** 3901 Old Seward Highway Suite 131 Midtown
- **Serves:** Call to learn about food stamps and eligibility.

### Downtown Soup Kitchen Hope Center
- **Phone:** 907-277-4402
- **Address:** 240 E 3rd Ave, Anchorage Downtown
- **Serves:** Bagged lunches available Monday-Saturday 12:00-1:30pm, Feed Me Hope Bakery and Culinary School vocational training programs.

### Fairview Rec Center Mobile Food Pantry
- **Phone:** 907-343-4130
- **Address:** 1121 E 10th Ave, Anchorage Fairview
- **Serves:** Food pantry on the 2nd and 3rd Saturdays of the month at 2:00pm.

### First CME Church Mobile Food Pantry
- **Phone:** 907 563 7044
- **Address:** 3600 MacInnes St, Anchorage Tudor Area
- **Serves:** Food pantry open 1st and 4th Saturday of the month at 2:00pm.

### Friends in Serving Humanity (F.I.S.H.)
- **Phone:** 907-277-0818
- **Address:** Anchorage, 99501 Anchorage
- **Serves:** Call the F.I.S.H. line (from 9:00am-3:00pm Sunday, Tuesday, Thursday, or Friday) for food assistance. Food will be bought, packaged, and delivered directly by the following day. Can be used only once per month.

### Harvest Christian Fellowship
- **Phone:** 907-694-9395
- **Address:** 17108 Hansen Dr, Eagle River Eagle River
- **Serves:** Food pantry open Tuesday 11:00am-2:00pm and Wednesday 5:30pm-6:30pm. (*for Chugiak/Eagle River residents only)

### Jewel Lake Church of the Nazarene Mobile Food Pantry
- **Phone:** 907-243-2344
- **Address:** 4025 W 88th Ave, Anchorage Sand Lake
- **Serves:** Food pantry open Saturdays at 10:00am.

### Lutheran Church of Hope Mobile Food Pantry
- **Phone:** 907 279 7714
- **Address:** 1847 W Northern Lights Blvd, Anchorage Turnagain Heights
- **Serves:** Food pantry open Tuesdays, registration starts at 4:30pm. Please don’t arrive before 4:00pm.

### Lutheran Social Services
- **Phone:** 907-272-0643
- **Address:** 1303 W 33rd Ave, Anchorage Spenard
- **Serves:** Food pantry open Tuesday, Thursday, Friday 1:00-4:00pm & Wednesday 4:00-7:00pm. Can only be used once per month.

### Mountain View Mobile Food Pantry
- **Phone:** (907) 272-3663
- **Address:** Clark Junior High, 150 Bragaw St, Anchorage Mountain View
- **Serves:** Food pantry open Fridays at 5:00pm.

### Muni Women, Infants, & Children program
- **Phone:** 907-343-4668
- **Address:** 825 L St. Suite 215 Anchorage
- **Serves:** 4320 Diplomacy Dr, Alaska Native Primary Care Center: 907-343-4440 9497 20th St, Arctic Oasis Building JBER Military Base: 907-343-4430 The L Street and JBER Clinics are open Monday, Tuesday, Thursday, and Friday 8:00 am-4:30 pm, and Wednesday 12:00 pm-4:30 pm. The Alaska Native Primary Care Center takes walk-in appointments from 9:05am until full, and appointments can be scheduled for the afternoon. 9:05am-full walk ins, scheduled appointments in the afternoon.

### New Hope on the Last Frontier
- **Phone:** 907-274-4673
- **Address:** 1220 E St, Anchorage South Addition
- **Serves:** Food pantry open Tuesdays 10:00am-1:00pm. Please bring ID and only one person per household.

### Open Door Mission
- **Phone:** 907-677-3630
- **Address:** 2600 E 16th Ave, Anchorage Airport Heights
- **Serves:** Food pantry open Tuesdays 4:00-5:30pm.

### Salvation Army Family Emergency Services
- **Phone:** 907-277-2593
- **Address:** 1712 A St, Anchorage Fairview
- **Serves:** Food pantry open Tuesday-Friday 1:30-4:30pm. Requires photo ID, proof of address, and DOB for household members.

### Sonrise Community Church
- **Phone:** 907 279 4316
- **Address:** 300 N Bragaw St, Anchorage Mountain View
- **Serves:** Food pantry open 2nd and 4th Sunday of the month at 11:00am. Must sign up.

### St. Francis House Food Pantry
- **Phone:** 907 222 7323
- **Address:** 3710 E 20th Ave, Anchorage Airport Heights
- **Serves:** Food pantry open Monday-Thursday 9:00am-1:00pm and 4th Wednesday of the month 4:00-6:30pm.
<table>
<thead>
<tr>
<th>Education and Employment</th>
<th>Responding to Community Members and Employees in Crisis: Resource List</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Access Alaska</strong></td>
<td>907-248-4777 1217 E 10th Ave, Anchorage Fairview</td>
</tr>
<tr>
<td><strong>Adult Learning Center</strong></td>
<td>907-375-6000 912 E 15th Ave, Anchorage Fairview</td>
</tr>
<tr>
<td><strong>Alaska Center for the Blind and Visually Impaired</strong></td>
<td>907-248-7770 3903 Taft Dr, Anchorage</td>
</tr>
<tr>
<td><strong>Alaska Commission on Postsecondary Education</strong></td>
<td>800-441-2962 acpe.alaska.gov Anchorage</td>
</tr>
<tr>
<td><strong>Alaska Department of Labor &amp; Workforce Development</strong></td>
<td>907-269-4651 labor.alaska.gov Anchorage</td>
</tr>
<tr>
<td><strong>Alaska Job Center Network</strong></td>
<td>907-269-4800 907-269-0000 3301 Eagle St. Suite 101/1251 Muldoon Rd Midtown/Northeast</td>
</tr>
<tr>
<td><strong>Alaska Works Partnership</strong></td>
<td>907-569-4711 161 Klevin St, Anchorage Suite 203</td>
</tr>
<tr>
<td><strong>Anchorage Literacy Program</strong></td>
<td>907-279-6617 2330 Nichols St, Anchorage</td>
</tr>
<tr>
<td><strong>Cook Inlet Tribal Council Career Development Center</strong></td>
<td>907-793-3467 3600 San Jeronimo Dr, Anchorage</td>
</tr>
<tr>
<td><strong>Covenant House</strong></td>
<td>907-272-1255 755 A St, Anchorage</td>
</tr>
<tr>
<td><strong>Goodwill Job Connections Center</strong></td>
<td>907-279-6617 2330 Nichols St, Anchorage</td>
</tr>
<tr>
<td><strong>Nine Star</strong></td>
<td>907-279-7827 730 I St, Anchorage</td>
</tr>
<tr>
<td><strong>Partners for Progress</strong></td>
<td>907-258-1192 417 Barrow St, Anchorage</td>
</tr>
<tr>
<td><strong>Southcentral Foundation RAISE Program</strong></td>
<td>907-729-5015 4175 Tudor Center Dr. Suite 105, Anchorage University Area</td>
</tr>
</tbody>
</table>
Responding to Community Members and Employees in Crisis

**Background & Data**

**Survey Data**

Development of the Care Kit included a survey of Anchorage businesses. Results show that **73 percent of responding businesses have been directly impacted** by challenging situations with community members in crisis. That’s 96 businesses out of the 132 that responded.

Of those businesses, a majority have experienced several direct impacts.

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**Percent of businesses reporting impacts from interactions with community members in crisis, 2022**

- **Customer complaints, 48%**
- **Health and safety impacts, 51%**
- **Safety concerns, 60%**
- **Financial impacts, 60%**
- **Operational impacts, 61%**
- **Property damage, 67%**
Data can help us further understand the types of challenges facing our community, as well as the scope of these challenges. This data can also help us address the roots of these challenges – not just responding to individual crises more effectively, but creating a community where fewer people are in crisis.

**Homelessness**

- Almost 9,000 unique individuals who experienced homelessness accessed services in Anchorage between January and August of 2022.1
- Over 3,000 of these individuals used emergency overnight shelter.2
- As of September 1, 2022, approximately 350 individuals are experiencing unsheltered homelessness in Anchorage.3
- 19 percent of people experiencing homelessness in Anchorage in 2022—or 1,710 individuals—are chronically homeless, meaning they have experienced homelessness for at least a year, or have had repeated episodes of homelessness.

**Behavioral Health and Substance Misuse**

- The state's Mental Health Agency served almost 23,000 individuals in 2020. Over 21,000 individuals were served in community settings, while 453 individuals were served in state psychiatric hospitals.4
- Alcohol is the substance of highest use and misuse in Anchorage, representing the greatest share of substance-induced deaths.5

**Crime**

- Property crime rates are down from recent peaks in 2019, including for burglary, DUI, stolen vehicle, and theft. Rates of vandalism have increased since 2021, reaching their previous 2019 rate.6
- Rates of assault and sexual assault have both increased since 2021, but have not returned to their 2019 highs. Rates of robbery have continued to decrease.7
(Coming Soon)

Additional Resources for Anchorage Chamber Members Only

**Member Resources**

- Sample employee policies - controlled substances, mental health support, self-disclosure
- Hands on, scenario-driven training - how to respond in a crisis, de-escalation techniques, best practices, etc
Thank You

For more information, visit the Anchorage Chamber website at anchoragechamber.org