

## Additional Community Resource Contacts

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Bellingham Police Department Non-  
Emergency Line:  
**360.676.6911**

Community Paramedic:  
**360.739.5413**

Downtown Ambassadors:  
**Day: 360.220.1156**  
**Evening: 800.824.2383**

Lighthouse Mission Ministries:  
**360.733.5120**

Volunteers of America (VOA) Mental  
Health Crisis Line:  
**800.584.3578**

Bellingham Food Bank:  
**360.676.0392**

Hope House: (Basic Needs)  
**360.671.8702**

Adult Protective Services:  
**877.734.6277**

American Red Cross:  
**360.733.3290**

Veteran Center:  
**360.733.9226**

Opportunity Council:  
**360.734.5121**

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Homeless Outreach Team

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is a part of

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in partnership with

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During the COVID-19 pandemic, HOT will help to provide PPE to those experiencing homelessness, and assist with them connecting to COVID-19 resources as available.

## Homeless Outreach Team (HOT)

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**PHONE: 360.312.3717**  
**TTY/WA: 711**

The Homeless Outreach Team supports those experiencing homelessness and the broader community they interact with. This includes providing response and technical assistance to businesses.

We have training and experience helping our neighbors in need connect to services and assistance.

If you are experiencing challenges with a homeless individual or group of individuals, or would like assistance with how to approach a particular situation, please contact us.

We are a support and intervention team for the community, and want to be your first call in non-emergency situations that involve those experiencing homelessness.

Tips for interacting with your neighbors experiencing homelessness:

- Remember that they are deserving of dignity and respect
- Acknowledge them, make eye contact and introduce yourself
- Be respectful of their belongings
- Remember that homelessness is a trauma
- Don't assume that you know what they need
- Ask if they are all right and feel safe
- Start your conversation the same way you would with anyone else
- Remember there are many reasons people experience homelessness
- Let them know you wish them well

**HOT Hours of Operation:**

**Monday and Friday, 7am-5pm**

**Tuesday-Thursday, 7am-8pm**

**Closed on legal holidays and weekends**

**Phone: 360.312.3717**

**Fax: 360.255.2086**

**TTY/WA: 711**

**Emergency:**

**Call 911**

## Support provided by the Homeless Outreach Team (HOT)

- Assesses for risk of suicide or harm.
- Listens non-judgmentally.
- Provides support and gives information.
- Encourages appropriate professional help.
- Encourages self-help and other supports.
- Support for referrals for those experiencing homelessness.
- Technical assistance and follow-up to business owners and employees.
- Relationship and trust-building with individuals who have high needs and vulnerabilities.
- Crisis intervention skills, including de-escalation assistance.
- Help with connecting to food, shelter, and other basic needs.
- Connection to behavioral health and other health care providers.
- Relationships with EMS and law enforcement providers.
- Consistent and regular presence in the downtown area.