

Body Odor: The Most Dreaded Conversation of All
March 5, 2020 Webinar by Ryan Dowd

Disclaimers

This webinar is not advocating for you to penalize homeless (or housed) individuals for their hygiene issues. I work in a homeless shelter, though, so I know that sometimes hygiene issues can be a massive problem. Also, while I'm thinking of it: I am a lawyer, but I am not your lawyer. That is a nice way of saying this isn't legal advice. Want legal advice? Go hire a lawyer!

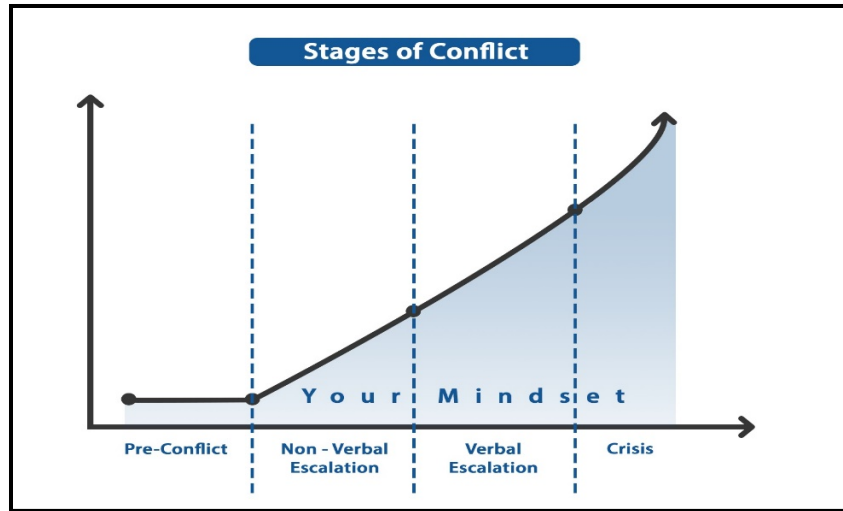
Part 1: Empathy

- Homelessness and laundry facilities
 - In most communities, unsheltered individuals have very _____ access to laundry or bathroom facilities.
 - Even well-resourced shelters often have a _____ for laundry facilities (and even bathrooms).
- Olfactory adaptation
 - Olfactory Adaptation = The temporary inability to smell a _____ odor after prolonged exposure to it.
 - Because of it:
 - Smokers don't realize that they smell like _____.
 - You cannot smell your own _____ after a while.
 - People with body odor cannot smell _____.

Part 2: Psychology

None in this webinar.

Part 3: Tools



- Mindset Tools

1) Casual Attitude

Because of mirror neurons, emotions are contagious. If you are

_____, you will trigger a _____ mirror neuron in the person and make them _____.

Try to approach the situation with the same attitude that you would have if you were a librarian telling someone that they had an _____ book.

2) Know Your Goal

Two conversation types:

1. "Odor Suggestion" – Making someone _____.
2. "Odor Eviction" – Asking someone to _____.

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- Pre-Conflict Tools

- 1) Days before you should focus on **Pennies in the Cup**

Future body odor conversations will go better if you take the time today to get to know individuals before there is an issue.

- 2) Seconds before you can still get some last minute **Pennies in the Cup**

- ✓ Approach with a _____

- ✓ “Good _____”

- ✓ Names

- ✓ Handshake

- ✓ “How is your _____ going?”

- Non-Verbal Tools

Non-verbal is _____ more important than words.

Notes from Role-Playing Video







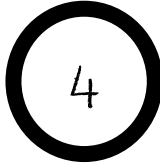

- Verbal Tools

You need a strategy!

“Odor Suggestion”: Warning about Body Odor

<div data-bbox="239 256 401 423" data-label="Image"> </div> <p data-bbox="264 456 375 500">Start</p> <div data-bbox="195 537 474 727" data-label="Image"> </div>	<div data-bbox="764 256 926 423" data-label="Image"> </div> <p data-bbox="718 456 961 500">Raise Issue</p> <div data-bbox="716 545 959 662" data-label="Image"> </div>	<div data-bbox="1268 256 1444 423" data-label="Image"> </div> <p data-bbox="1247 456 1484 500">Objections</p> <div data-bbox="1224 532 1507 699" data-label="Image"> </div>	<div data-bbox="1724 256 1885 423" data-label="Image"> </div> <p data-bbox="1749 456 1854 500">Goal</p> <div data-bbox="1675 545 1919 662" data-label="Image"> </div>
<p data-bbox="107 792 210 824">Don't:</p> <ul data-bbox="155 878 478 1003" style="list-style-type: none"> • Jump straight into the conversation about body odor. <p data-bbox="107 1057 224 1089">Do say:</p> <ul data-bbox="155 1138 516 1430" style="list-style-type: none"> • “Good morning” • “I’m [First Name]. What’s your name?” • “How is your day going?” 	<p data-bbox="562 792 720 824">Don't say:</p> <ul data-bbox="611 878 1115 922" style="list-style-type: none"> • “We have gotten complaints.” <p data-bbox="562 976 678 1008">Do say:</p> <ul data-bbox="611 1057 1100 1328" style="list-style-type: none"> • “Hey, I just wanted to let you know that <u>your clothing</u> has an odor. If you could make sure you wash up <u>before the next time</u> you're here, we would appreciate it.” 	<p data-bbox="1146 792 1249 824">Don't:</p> <ul data-bbox="1194 878 1461 922" style="list-style-type: none"> • Get defensive. <p data-bbox="1146 976 1348 1008">Tools to Use:</p> <ul data-bbox="1194 1057 1514 1284" style="list-style-type: none"> • <i>The Muzzle</i> • <i>The Warning Shot</i> • <i>The Resource</i> 	<p data-bbox="1612 792 1715 824">Don't:</p> <ul data-bbox="1661 878 1906 922" style="list-style-type: none"> • Just walk off. <p data-bbox="1612 976 1728 1008">Do say:</p> <ul data-bbox="1661 1057 1982 1377" style="list-style-type: none"> • “Have a nice day.” • “If you need a help finding a book or anything else, don't hesitate to ask.”

“Odor Eviction”: Asking Someone to Leave

<div style="text-align: center;">  <p>1</p> <p>Start</p>  </div>	<div style="text-align: center;">  <p>2</p> <p>Raise Issue</p>  </div>	<div style="text-align: center;">  <p>3</p> <p>Objections</p>  </div>	<div style="text-align: center;">  <p>4</p> <p>Goal</p>  </div>
<p>Don't:</p> <ul style="list-style-type: none"> • Jump straight into the conversation about body odor. <p>Do say:</p> <ul style="list-style-type: none"> • “Good morning” • “I’m [First Name]. What’s your name?” • “How is your day going?” 	<p>Don't say:</p> <ul style="list-style-type: none"> • “We have gotten complaints” <p>Do say:</p> <ul style="list-style-type: none"> • “I’m sorry, but unfortunately <u>your clothing</u> has a strong odor today. I’m going to have to ask you to ‘call it a day.’ <u>We would love to have you back</u> when you get a chance to <u>take a shower and wash your clothes</u>. <u>I’m really sorry</u> about the inconvenience.” 	<p>Don't:</p> <ul style="list-style-type: none"> • Get defensive. <p>Tools to Use:</p> <ul style="list-style-type: none"> • <i>Blame the Rules</i> • <i>Be Sad</i> • <i>The Ripe Mango</i> • <i>The Resource</i> 	<p>Don't:</p> <ul style="list-style-type: none"> • Just walk off. <p>Do say:</p> <ul style="list-style-type: none"> • “Again, I’m sorry. Have a nice day.”

Explanation of Tools

Tool: The Muzzle

Once you get the answer you are looking for, _____ talking.

Tool: The Warning Shot

Don't get into an argument over whether a person _____ a rule or not if you aren't going to punish the person. You don't have to "be _____."

Part 1: "Perhaps I'm _____"

Part 2: "As long as in the _____"

Tool: Blame the Rules

Shift the argument off _____ and onto the _____.
Be _____.

Part 1: "I _____ if I could."

Part 2: "The _____ is/are pretty strict about this one."

Tool: Be Sad

Only "Everyday Sadists" enjoy enforcing the rules.

Show that you _____ one.

Tool: The Ripe Mango

You should be _____, but also

_____, like a ripe mango.

Tool: The Resource

You can offer community _____ for hygiene.

*** Use cautiously. ***

Part 4: Issues for Libraries

- Ask _____ for help.
- Legal issues

*Emilio Estevez's film,
The Public, is 100%
awesome-sauce.*

*It is not, however,
100% accurate
on library law.*



Notable Cases:

Kreimer v. Morristown

“Nuisance”

Library _____

Armstrong v. D.C.

*“Objectionable
appearance”*

Library _____

Lu v. Boston

“Foul Odor”

“Impede use”

Library _____

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Tips for applying the policy:

<u>Bad</u>	<u>Probably OK</u>
“Most sensitive _____ rule.”	Multiple _____ complaints
Only poor or _____ patrons.	Consistency

Part 5: Next Month’s Webinar

Homeless Questions: 1 Hour Q&A with Ryan Dowd

Thursday, March 5, 2020

(11am Pacific) (noon Mountain) (1pm Central) (2pm Eastern)

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