

## GUEST GUIDELINES - TEMPLATE

Hours: \_\_\_\_\_ p.m. to \_\_\_\_\_ a.m.

\_\_\_\_\_ Church welcomes you to our severe weather shelter. *We hope that you will feel welcome during your stay with us. In order to ensure that everyone has a positive experience, we ask that you follow these rules. If you have any questions or special needs, particularly of an emergency nature, please ask a Shelter Host for assistance.*

The Winter Shelter program provides temporary short-term services not to exceed 120 days or ending in March, whichever comes first. You will have an opportunity to participate in Community Connect, a coordinated entry system that provides referral to available housing.

The shelter will be open no earlier than \_\_\_\_\_ p.m. Please do not arrive prior to this time. Exterior building doors are locked at \_\_\_\_\_ p.m. All guests must be at the shelter by 9 p.m. unless other shelter accommodations have been arranged. Failure to arrive by 9 p.m. will result in loss of your bed going forward and you will need to sign-up for the shelter and be placed on a wait list for next available bed.

**Infection control and prevention-** In order to reduce the risk of infectious diseases, all guests must follow these guidelines: wear a mask in shared spaces and maintain 6 feet distance whenever possible, follow hand washing and cleaning protocols, and all other hygiene recommendations suggested by the shelter.

**Smoking** is not allowed inside the building or within 10 feet of the building entrance, exits, windows.

**Drugs and Alcohol** - Absolutely no drugs or alcohol are to be consumed or stored, on or off the shelter grounds by any guest. All guests must be clean and sober of all drugs and alcohol before entering the program. If we suspect alcohol or drug use, you will be asked to leave. If you refuse to leave, we may call 911 for assistance.

**Weapons** - No weapons are allowed on the church property.

**Pets** - Guests are not allowed to have pets of any kind in the building, with the exception of service animals.

**Harassment** - No threats or acts of violence will be tolerated in any way. Any attempt to impose your will on another is an act of violence. Harassment in any form (whether it is verbal, physical, emotional, mental, or sexual) will not be tolerated, nor will aggressive or intimidating behavior of any kind be tolerated.

**Discipline of children must be non-violent.** Physical, verbal, mental, or emotional abuse of children is not acceptable and will not be tolerated. Examples of abuse include pinching, slapping, hitting, spanking, biting, name calling, swearing, etc. Staff is required by law to report any suspected child abuse or neglect. If you have questions or concerns about this, please ask staff.

**Meal** - A meal is available at \_\_\_\_\_ p.m. Please keep food and drinks in the kitchen or eating area, except baby bottles.

**Public Areas** - Appropriate attire must be worn at all times. All guests must be dressed properly. This means you must be fully clothed. For your protection, shoes must be worn.

**Lights Out** - Lights out at 10:00 p.m. and all guests are to stay in the sleeping area. If for any reason you have to leave the building in the night (other than to smoke), you will not be let back inside without permission from the Shelter Hosts.

**Designated Areas** - Please stay in the designated guest areas of the building. You will be provided tour of these areas. Please only sleep in areas designated for sleeping.

**Child Supervision** - Parents are responsible for the supervision of their children. No children should be left unattended. Young children should go to the restrooms only with their parents. Please do not place inappropriate items (diapers, paper towels, wipes, etc.) in the toilets. Please accompany your children to the restrooms.

**General Information**

- \* Guests need to clean up after themselves or ask a volunteer for assistance.
- \* The shelter is not responsible for lost or stolen items.

Shelter Hosts will wake you at \_\_\_\_\_ a.m. Please get up and immediately eat breakfast provided by the Shelter Hosts. You will need to put away your sleeping mats and bedding to take with you as you leave. It is important that you be ready to promptly leave the shelter by \_\_\_\_\_ a.m.

***I understand and agree to follow the rules of this church/agency shelter. I understand that failure to do so may result in my being asked to leave the building and grounds.***

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature