

# HELPING HANDS SHELTER RULES AND GUIDELINES

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**To be eligible for a bed at the Helping Hands Shelter, the client must:**

- Identify as a male
- Be at least 18 years' old
- Be physically and mentally able to care for oneself; including getting in and out of bed, showers, toileting, etc. without help.
- Have a valid picture ID\*
- Cannot be on the Sex Offender Registry
- Non-reserve and reserve clients must arrive at the shelter by 5:00 PM. A second intake will be available at 8:00 PM for clients who will not have an evening meal or shower service provided. \*\*

\*Clients who present with photo identification, but it is expired or not a state ID, have three (3) business days to meet with a case manager. A Homeless Certification Form can be issued after the third (3rd) consecutive night at the shelter. Clients who have no photo ID and who cannot verify their identity in any way are not eligible for a shelter bed.

\*\*If a client is working and physically comes to the shelter earlier in the day to complete intake and presents a valid state ID, he may be allowed a work pass the first night of stay, if approved by the Shelter Director. Upon arrival after work, he must have a time card or other official document from the employer showing what time he left his work location.

**Case Management**

All clients will have case management services available for their use.

**Addiction Help**

Clients who have issues with addiction can receive assistance with resources and referrals from the case manager.

**Client Service Plan**

The client must work with a shelter case manager to develop an active service plan to seek appropriate permanent housing. Service plans are developed based on the individual needs of a client's situation.

**Non-Reserve Beds**

First come first serve beds are available each day. We always strive to provide service to as many clients as possible. Due to space constraints this can be difficult at times.

**Residency**

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- Non-reserve clients wishing to receive an evening meal must be present at the facility by 5:00 PM for entrance unless the client has an approved pass.
  - The number of non-reserve beds available each night will be based on open beds at 5:00 PM.
  - Following the initial 5:00 PM intakes, there will be a second round of intakes, if there are still beds available, at 8:00 PM.
  - Clients arriving at the second round of intakes will not be provided an evening meal or shower service.
  - Wake up is at 6:00 AM Monday through Friday. Wake up is at 7:00 AM on weekends and holidays.
  - Any client with a vehicle parked on Helping Hands Homeless Shelter property is required to provide proof of valid insurance for the vehicle. You will not be allowed to sleep in the car on Helping Hands property. You will not be allowed to let anyone else sleep in your car on Helping Hands property.
  - Clients are not permitted to carry weapons on their person when staying at Helping Hands Homeless Shelter. All weapons, of any kind, must be secured by shelter staff immediately upon entering the shelter.
  - All clients have assigned chores to be completed each day.
  - There is a two (2) bag maximum for each client.
  - No outside blankets or pillows are permitted for use in the shelter.
  - Clients are not permitted to hold belongings for other individuals.
  - All lockers used by non-reserve bed clients must clear the locker out each morning. Any belongings left by clients in lockers will be disposed of by staff.
  - Any personal belongings left on Helping Hands Homeless Shelter property, whether inside or outside, after 5:00 PM will be disposed of.
  - TV use is permitted daily from 6:00 PM until 10:00 PM; at the discretion of the staff on duty.
  - Showers are to be taken each day by clients and should not exceed fifteen (15) minutes.
  - Laundry service is available to clients 1<sup>st</sup> come, 1<sup>st</sup> serve. There is a fee of \$1.00 for one load of laundry or chore completion for any non-income client.

### **Dress Code**

Sunglasses, hoods, and hats are to be removed while in the building. Belts are to be worn when necessary and no pants will sag past the waist line. No nude or shirtless sleeping will be allowed. Full dress, including shoes, is required in the café at all times.

### **Cell Phones and Other Electronic Devices**

- All cell phones and any other electronic devices used while on Helping Hands property are to be on silent mode. Sound alerts of any kind are prohibited and all clients are required to use earbuds while using devices.
- There is NO video, photographic, or audio recording allowed on the premises.

- During designated sleeping hours, 10:00 PM to 6:00 AM, clients should not have anything that creates light or noise on in the bunk area.

**Medication**

All individuals reporting for intake will turn in all medications (including over-the-counter medications) at the time of intake. Each day, individuals will be able to access their medications at 5:00PM, 8:00 PM, and 10:00 AM. It will not be accessed at any other time and will be locked from all access. Individuals are responsible for keeping their medications during these times and doses will be supervised and maintained on a log. Medications may not be shared, sold, or distributed in any way. Any deviation from this policy can and will result in immediate termination of services. Exceptions to this rule may be granted by the director of shelter if an individual needs it on their person at all times (i.e. nitroglycerin for potential heart attacks, EpiPen for allergic reactions, or an emergency inhaler for asthma).

**Smoking Area**

Clients are permitted to smoke in the gated patio on the northside of the building only, with a distance of 10 feet from the door. This area is locked and inaccessible to all clients from 10:00 PM until 4:00 AM each night.

**Gate and Locked Doors**

Individuals may not speak with, conduct business with, or open the gate for any individual on the opposite side of the shelter’s privacy fence. If a client attempts to initiate contact outside the premises, please report the incident to shelter staff immediately. Under no circumstances should a client attempt to unlock a locked door or unlock the back gate.

**Sexual Harassment**

Sexual harassment towards other clients or staff members is forbidden. The definition is: unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature that creates a hostile or offensive environment.

**Profanity**

Profanity, racist, sexist and/or derogatory remarks to staff or other clients will not be tolerated and may lead to temporary or permanent ban.

**Infractions and Consequences**

<b>Rule Violation</b>	<b>Disciplinary Action</b>
Chore incomplete/Dress code/Bed unmade/ Other	<b>Reserves:</b> 1st and 2nd offense is a written warning. 3rd

minor infractions	offense will result in loss of reserve bed. <b>Non-reserves:</b> 1st offense is a written warning. 2nd offense results in loss of lottery for two (2) weeks
Physical Fighting/Theft	30 days or more - no services (day or night); based on severity may result in permanent loss of services
Alcohol/drug use on property	30 days -no services (day or night)
Cigarette smoking in the building	30 days -no services (day or night)
Discriminatory Language	30 days -no services (day or night)
Sexual Harassment	20 days -no services (day or night)
Abandoned Reserve Bed	7 days no reserve, Lottery and day services only
Abandoned Non-Reserve Bed	7 days no lottery bed, Day services only
Destruction of Property	30 days -no services (day or night), Meeting with director required
Aggressive Behavior	30 days -no services (day or night)

### **Appeal Process for a Temporary or Permanent Ban**

#### **Client Procedure:**

If a client is placed on the Helping Hands Homeless Shelter no service list, they may request an appeal meeting with the appeal committee. The process to appeal is as follows:

1. The client must request a meeting by visiting or calling Helping Hands Homeless Shelter during business hours at 217-522-0048, Monday - Friday 8:30 AM - noon & 1:00 - 4:00 PM.
2. The appeal committee will respond to the request within two business days. Client will need to leave a modes of contact. If client cannot access a phone or email, they need to return to check the status of the appeal.
3. Helping Hands reserves the right to refuse a request for appeal.
4. Appeals are addressed on Fridays after 3:00 PM at Helping Hands Homeless Shelter. The grievance form must be completed prior to the appeal meeting.
5. All decisions will be communicated to the client in writing no later than one business day after the appeal meeting. Clients may be asked to sign an agreement to the terms of an appeal.

#### **Appeal Committee Procedure**

1. The appeal committee will review the infraction/incident.

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- a. Why did it happen? The incident/write-up should state what caused the infraction/incident to happen.
  - b. What happened? The incident/write-up should have a detailed description of the infraction/incident.
2. The appeal committee will review Helping Hands Homeless Shelter rules and policies.
  3. The appeal committee will meet with the client with the intention of finding a resolution for the type of infraction/incident to prevent future occurrences.
  4. Repeat infractions/incidents can result in the decline of an appeal.

Helping Hands Homeless Shelter works to be as fair as possible to all clients seeking services. A successful resolution will minimize future incidents and the length of time a client may have to work without Helping Hands Homeless Shelter services.

**Documents for Infractions:**

1. Incident Report
2. Write-up(s)
3. Helping Hands Homeless Shelter Policies/Rules
4. Appeal Form

I have read and acknowledged that the rules have been explained to me and that I fully understand the rules and agree to follow them while staying at helping hands.

Staff/Witness Signature: \_\_\_\_\_

Client Signature: \_\_\_\_\_

Date: \_\_\_\_\_