



Occupancy Agreement: (Name: _____)

We accept and care for people as they are. We are low barrier, but **not** low standards. It is your behavior that determines if you can stay or not. You are expected to do something different/ better each day. Our services exist to be a launchpad for your better future. Each 7 nights you will need to meet with us, and we will support you in your personalized Roadmap out of homelessness. This meeting provides the opportunity for 7 more nights of shelter. **We want you here.**

We will ask those who don't follow this agreement to leave. You will be asked to leave for 7 nights, 30 nights, and the rest of the winter season. If law enforcement is called when you are asked to leave, your time out of shelter doubles. When asked to leave for 7 or 30 nights, upon your return, you will need to participate in an improvement plan for a successful stay. You will be asked to leave indefinitely for ANY violence or weapon.

We are a safe place for everyone. **You are our guest. Welcome.**

As a guest at the Warming Center, I agree to and will abide by the following:

1. I must be a good neighbor, or I will be asked to leave.

- No loitering on this property or a neighbor's property. I may not be on the property before 5:30 pm. or after 10:00am. (hours of operations)
No hanging out when the Center is closed.
Those who loiter will lose their bed.
- I will not leave/ stash belongings or trash anywhere outside or in the neighborhood.
- I understand that anyone who has poor/ aggressive behavior on neighbor properties/ businesses will lose their bed, potentially for the remainder of the season. We all must be good neighbors to keep the Warming Center open!
- I understand that failure to follow this agreement will result in being asked to leave. Law enforcement may be notified to ensure that I leave the property and neighborhood. Your No Return Status (NRS) will DOUBLE in time if Law Enforcement is called.
- I understand the importance of being grateful. I agree to care for those who care for me. I will act in ways that protect the Center and neighborhood.
- Guests of the Warming Center are to participate in making the shelter a safe and enjoyable experience for all.

We are a community! We all contribute! We all help out!

2. **Anyone who does not follow shelter rules will be asked to leave.**

EVERY rule has a reason behind it.

- **If you leave the Warming Center after check in, you may not return for the night.** You are not permitted to return to a vehicle after check in.
- Guests must be checked-in prior to 10PM.
- The Warming Center is open 6:00PM to 10:00AM. Guests may NOT arrive before 5:30 p.m. and must leave the property at 10:00AM or will lose their bed.
- **Inappropriate behavior** will not be tolerated. This includes, but is not limited to, racial or sexual comments, bullying, any threatening, intimidating, harassing behavior and words, arguing, excessive swearing, aggressive behavior, stealing, vandalism, etc. **Respect for fellow guests, staff, and volunteers is always expected. Outside conflict must remain outside.** Regardless of who is at fault, the person who cannot get along with others will be asked to leave.
- The Warming Center is a **WEAPON FREE ZONE**. Absolutely **no** firearms are allowed anywhere on the property at any time. Pocket knives need to be checked in with a staff member upon arrival where they will be safely stored and returned upon departure. A comprehensive list of weapons and tools that must be turned over to staff during your stay is located at the check-in desk and is attached to this agreement. Weapons on property, not checked in, will result in losing services for the remainder of the season.
- **No use, possession, or distribution of drugs and/or drug paraphernalia, alcohol, and illicit substances is allowed anywhere on the property.** Prescription and over the counter medications must be taken as prescribed or suggested. Marijuana and marijuana infused products are prohibited regardless of a prescription or green card. The abuse of this policy may result in immediate removal from the center. (*Illicit substances include mind altering substances and prescription drug abuse.*) Cannabis is not allowed on the property. Paraphernalia is not allowed on the property. Needles not placed in the Sharps Disposal Containers will result in removal from the Center.)
- **Vehicles-** You may not return to your vehicle after check-in. Vehicles are not to be left when the Center is closed. All vehicles are subject to towing at the owner's expense. No one is allowed to sit, stay, or sleep in a vehicle on property.
Bikes may only be left during the day when secured with a lock provided by the Center for no more than three days, unless present for shelter. You must use our lock.
- **Smoking**, including electronic cigarettes and all tobacco products, is allowed in the designated area only. The number of individuals in the smoking area is determined by staff. First smoke break is after initial check-in is complete. Anyone who leaves the smoking area cannot return until the next night. To be a good neighbor, smoke breaks must be quiet. Only one at a time in the smoking area after 10pm. **Smoke breaks will end for all when cigarette butts are thrown on the ground.**
- **Quiet Hours** - Lights will be turned off in the common room **10:00PM - 7:00AM**. Phones must be turned off/on silent after 10:00PM. Please alert staff if you need an early wakeup call.
- **Animals** are admitted within reason and only one animal per guest. Animals are a barrier to housing. Guests may not bring a new or different animal into the shelter. Restroom breaks for animals are during smoke breaks. It is the owner's responsibility to clean up after the animal. The owner is required to sign and follow the Pet Agreement. We reserve the right to refuse shelter to any animal. Animals **MUST** be under control and cared for by the **owner** at all times.
- **Bunkroom:** Guests will be provided with fresh bedding and therefore should not bring in their own. Bunkroom lights are turned off 9:00pm- 8:00am. No talking on your phone in the bunkroom. **No food, no coats, no bags, no pet food allowed in the bunkroom.** The only items allowed in the bunkroom are a cup of water, necessary medical items, a small item such as

headphones or a book. The bunkroom is closed at 9:00am. Those who choose to participate in morning resources have priority to stay inside the Center until 10am.

- **Bed Bug Protocol:** It is common for bed bugs to be present in shelters. The Bed Bug Protocol is posted in the center and is to be discussed in community meetings. It is EVERYONE'S responsibility to prevent a bedbug infestation. EVERYONE must follow protocol! You must report to staff if you have seen a bed bug in the center, on your person, or in your belongings.
- **Only 50 beds:** We cannot shelter more than 50 people per night. Please be familiar with our *Most Consecutive Nights Procedure*. This procedure is how we determine who gets a bed for the night. Many nights we have more individuals needing a bed than we can shelter.
- **Bathrooms:** No bags, only clear plastic bags are allowed in the bathroom. Each guest is required to clean up after themselves. Guests who remain in the bathroom for an extended amount of time will be checked on. Those who take advantage of the bathroom to violate the Center's policies will be asked to leave immediately. Main bathroom doors are to remain open.
- **Belongings**, including coats, must be stored, and locked in your assigned locker. ALL your belongings MUST fit into your assigned locker. It is your responsibility to find alternate arrangements for any belongings that do not fit inside your assigned locker. You may not sort your belongings on property. You may not store items that are not allowed on the property. You must keep your locker in good order. You may NOT store items/ food in your locker that can rot or smell. Do not cram the locker to the point of damage. Belongings may be stored in your locker during the day. You will not have access to your belongings when the Center is closed. If you are not present for three nights the contents of your locker are considered abandoned and **will be discarded immediately**. When you are not present for three nights, we will NOT hold onto your belongings, we WILL discard them. You do not own your locker. With Director approval, your locker may be searched at any time. The Warming Center or volunteers are not responsible for lost, stolen, or discarded items. It is your responsibility to keep all your belongings locked in your locker. We cannot review security footage for items not secured. Viewing security footage is based on Director Approval.
- **Kitchen/ Refrigerator:** This service is for guests that can follow sanitary procedures. The Kitchen and Refrigerator is **closed** from 10:00pm - 6:00am. Everyone must use hand sanitizer prior to using all aspects of the kitchen. All are encouraged to wash their hands. All personal food is stored at your own risk. You must label items with your name and date. Food left in the refrigerator beyond seven days or beyond the expiration date will be thrown away. You may store no more than 5 small items at a time. Theft or leaving a mess will not be tolerated.
- No outside beverages are permitted, unless opened directly in front of staff at check-in.
- Guests are required to clean up after themselves. Guests are encouraged to sign up for a "Community Contribution". This is a great way to give back to the Warming Center community.
- **Showers** are to be scheduled with priority given to those who have not had a recent opportunity. No advance scheduling. You must be present and prepared at your scheduled time. You will be provided with one token for **9 minutes of water**. You may be in the shower room for **no longer than 20 minutes**. Each individual is required to clean the shower after use. Only one individual in a shower room at a time. Any abuse of this service will result in your suspension of showers for a period of time.

- **Laundry** is to be scheduled with priority given to those who have not recently had the opportunity for laundry service. You may wash and dry every 5 days. Those with work uniforms will be allowed more frequent use. You are responsible for the completion of your laundry. Laundry that is abandoned will be thrown away. You must be timely with each step in the laundry process. You may not cram the machines full. When a needle or other dangerous or damaging item is found in guest laundry, the guest will be asked to leave. Any abuse of the laundry service or equipment will result in your suspension of laundry privileges. Use Normal wash. NOT Heavy-Duty wash. Remove the lint from the dryer. Clean up after your laundry. Please ask for directions on equipment.
 - **Mail.** All mail is returned after 30 days. Receiving mail through 889 North Meridian Rd. is a privilege. The Warming Center is not responsible for lost or returned mail. Mail is not available when the center is closed. Mail is checked in the mornings of weekdays. It is your responsibility to ask for your mail. Anyone who harasses staff for mail will lose mail privileges.
 - **Bed holds:** We can provide a bed hold for guests who are working at the time of check-in. We require a legitimate PAPER schedule prior to all bed holds. You will need to sign a Bed Hold Statement of Understanding.
 - **Supplies:** coats, gloves, socks, hand warmers, and other supplies are generously donated by our community. It is important to be thankful, as well as respectful of every donation! You have an opportunity to sign up for the supplies that you need. Out of respect for our community's donations, the number of supplies given to you will be tracked. You are expected to take care of what is given to you.
 - This is a community project. Warming Center staff have the right to refuse service to anyone at any time. The Warming Center is a gift. You are not entitled to any service from the Warming Center; however we do WELCOME you every night based on your behavior.
- ✓ By signing this Agreement, I understand that the staff has the right to share all pertinent information regarding my stay with other service agencies and organizations.
 - ✓ In consideration of my stay at the Warming Center, I shall hold all participating staff and volunteers, agents, employees, officers, and directors — free and harmless from any claim or liability that may arise because of my stay.

WE MUST ALL WORK TOGETHER TO KEEP THE SHELTER OPEN!

Everyone is required to watch the video that covers many of the expectations in this Occupancy Agreement.

I have read, understand, and agree to the Warming Center's Occupancy Agreement. I understand I will be asked to leave when I break this agreement.

Guest's Printed Name

Guest's Signature

Date

Staff's Printed Name

Staff's Signature

Date

Weapons Policy

- Guests are **not allowed to bring a firearm onto the property**, (including zip guns and BB guns), this includes inside their vehicle. The same with explosive devices.

- **Other weapons are to be turned over** to staff upon entering the facility.

Staff will make the determination as to what is a weapon.

Weapons include:

a knife, mace, bear spray, a spear, a sword, clubs, sticks and staves, a straight razor, a throwing star, nun-chucks, metal knuckles, brass knuckles, martial arts weapons, pepper spray/mace, stun guns, and tasers, slingshots, Work Tools (hammers, screwdrivers, crowbars, box cutters, etc.),

Sports Equipment (golf clubs, baseball bats etc.) ,Camping equipment (hatchets, tent spikes, etc.) Knives which are used for legitimate vocational purposes (culinary knives for clients employed as chefs/cooks), Heavy flashlights (such as police style Maglite flashlights), Canes (must be checked-in by clients who are not mobility impaired), Large metal crosses, jewelry with studs, spikes and/or other protrusions, and scissors.

Please Note: This is not meant to be a comprehensive list of banned items/items requiring check-in. Shelter staff are fully authorized to make determinations regarding such items on a case-by-case basis.

Weapons must be stored with a staff member.

The Occupancy Agreement states, *“The Warming Center is a WEAPON FREE ZONE. Absolutely no firearms are allowed anywhere on the property at any time. Pocket knives need to be checked in with a staff member upon arrival where they will be safely stored and returned upon departure.”*

Guests are to lock up all of their other belongings in their assigned locker.

This policy is a safeguard for everyone inside the Warming Center.