

## **PORCHLIGHT SAFE HAVEN DROP-IN**

4006 Nakoosa Trail, Madison, WI 53714 – 608.241.9447 ext. 10  
Open 8:30am-6pm, seven days a week (*excluding* most major holidays)

Safe Haven is a daytime drop-in shelter for adults with mental illness who are experiencing homelessness. Eligible guests may access services by completing an intake with staff. Guests do not need to call ahead.

### **Services Available at the Safe Haven Drop-in:**

- Case management: Staff will be available while the drop-in is open to assist guests with things like housing applications, establishing mental health care, and managing benefits. Staff are also available to support clients who are experiencing a crisis or just need to talk.
- Hot meals: Lunch is served from noon-12:30pm, dinner from 5:00-5:30pm. If a guest will not arrive until after lunch, they may call and ask staff to save a plate for them. Plates will be saved until 5pm.
- Other food: Coffee, pastries, and cereal are available in the morning in the dining room. Food in the refrigerator and on the food shelves in the dining room is free to all guests. Personal should not be stored in these areas. The dining room also has a microwave for guest use.
- Phone use: A client phone is available for use. Please do not use the phone longer than 10 minutes if another client is waiting. Guests may give the number 608-241-9447 ext. 17 as a personal or business phone number. Messages left at this number will be posted on the board outside the main office.
- Laundry: Free washers and dryers are available for use, up to 2 loads per day. Guests should not touch other guests' laundry but alert staff to abandoned laundry and staff will remove it if necessary.
- Mail: Guests may use the Safe Haven address as a mailing address. Mail will be returned to sender if not picked up within 30 days. Safe Haven's address is a "bulk mail" address, so if the Post Office will not forward mail based on a Change of Address form if a guest decides to stop using mail services at Safe Haven. Guests should inform Safe Haven staff of a forwarding address or contact individual senders to change the address they have on file to receive mail at a new address.
- Showers: Guests may take a shower in either of the two drop-in restrooms. Towels and hygiene supplies are available for guest use. Time spent in the restroom must be limited to 20 minutes.
- Bus tickets: Guests may receive two single-ride bus tickets per day. Guests who receive bus passes or other transportation assistance from another agency are not eligible for bus passes at Safe Haven.
- Lockers: A limited number of lockers are available for guests who visit Safe Haven on a regular basis. If a guest is interested in using a locker, they should ask staff to be added to the locker waiting list.
- TV, games, and puzzles: The common area has activities available for guest use. Games and puzzles must be used on site. The TV is off from 11am-4:30pm on weekdays. Guests may sign up to choose the television program between 9am-11am and 4:30pm-6pm on weekdays, and between 11am-6pm on weekends. Packer and Badger football games will always receive first priority.

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### **Guest Expectations:**

- At Safe Haven we celebrate respect, kindness, tolerance, patience, and compassion. Guests are expected to be respectful to other guests, staff, and the space. Disrespectful behavior at Safe Haven includes, but is not limited to:
  - Verbal abuse, slurs, and harassment, including sexual harassment
  - Threats or threatening behavior
  - Physical violence or unwanted touch
  - Public sexual activity or intimate contact, including exposing oneself in public
  - Touching or taking another person's belongings
  - Taking excessive time (longer than 20 minutes) in the restroom
  - Not cleaning up after oneself
  - Urinating anywhere but the toilet, including outside
  - Vandalizing, damaging, destroying, or stealing Safe Haven property
  - Handling, sharing, selling, or using substances in the drop-in, including another person's prescription or over-the-counter medication
  
- Drop-in Guests must sign in daily in the front office when they arrive at Safe Haven.
  
- Resident areas are off limits to Drop-in Guests at all times, unless they are signed in with a resident as their visitor. Staff areas and the kitchen are also off limits.
  
- Friends and family members are not allowed on Safe Haven property unless they also qualify and are registered for services. No one under the age of 18 can be on Safe Haven property.
  
- Guests may not carry weapons at Safe Haven. Knives and other weapons must be turned into staff immediately upon arrival. These items will be returned when a guest leaves the property.
  
- Guests may not bring pets to Safe Haven property. Guests with service animals that are trained to assist individuals with disabilities may speak with the Manager to request an accommodation.
  
- The main Nakoosa parking lot is reserved for permitted tenants of Porchlight housing only. Safe Haven guests may park in the guest lot from 9:00am-6:00pm. Safe Haven guests are also prohibited from parking in the neighboring lot at 4001 Nakoosa Trail, including outside of business hours. Parking violations may result in being ticketed or towed.

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### **Suspensions from Services:**

- When guest expectations are not followed, a guest may be asked to leave and not allowed to access services at Safe Haven for a certain period of time. This is referred to as a “suspension”.
- Staff may suspend someone for a set amount of time (e.g. 24 hours, 1 week, 1 month), or may suspend a guest until the weekly staff meeting, where it will be decided if a longer suspension is appropriate. Guests who are suspended until after the staff meeting may call after 6:00pm on the day of the meeting to find out if their suspension is over or has been extended.
- If a guest comes to the Nakoosa campus while they are suspended from services, the suspension may be extended.
- Records of suspensions are kept and updated. Guests who break rules repeatedly may be subject to longer suspensions each time, and may eventually be subject to a permanent loss of services.
- A permanent loss of services may result from several rule violations, including but not limited to:
  - Criminal activity on the property
  - Possession of weapons on the property
  - Physical assault or threat to guests or staff
  - Violation of sexual harassment policy
  - Destruction of Porchlight property
- Staff may use discretion in deciding whether a suspension will be implemented or how long the suspension will be.
- Guests who have questions about whether something is permitted at Safe Haven are encouraged to ask. The list of guest expectations is not intended to be all-inclusive or to list every action or behavior that is unacceptable or may result in a suspension.
- If a guest believes that a suspension decision was inappropriate or not made fairly, they may appeal the suspension decision (please see Porchlight’s appeal process). If a guest requires help with making a written appeal, staff will help the guest with the process.

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### **Porchlight Appeal Process:**

The appeal process of Porchlight, Inc. allows for a fair hearing.

A guest at the Drop-In Shelter or Safe Haven, an applicant for services provided by Porchlight through any housing program, and a resident of Porchlight properties may appeal an adverse decision or suspension lasting five (5) days or less within 30 days of the decision made by Porchlight staff.

A guest/applicant/resident may appeal a suspension lasting longer than five (5) days for up to six (6) months following the decision. The appeal process is as follows:

1. The guest/applicant/resident has the opportunity to review and receive a copy of a written statement setting forth the basis for the decision.
2. The guest/applicant/resident must submit an appeal **in writing** to the manager of the program that issued the suspension or adverse decision. The manager will consult staff as necessary, and make a decision within five (5) business days of receiving the appeal. Appeal letters must include:
  - a. a summary of the events leading to the suspension or adverse decision
  - b. a description of why the guest/applicant/resident believes the suspension or adverse decision was incorrectly or unfairly issued
  - c. an explanation of why the guest/applicant/resident needs and would benefit from services
3. Following the program manager's decision, if the guest/applicant/resident believes that their right to access services has been wrongly denied, the guest/applicant/resident may appeal the manager's decision by submitting a request **in writing** to the manager's supervisor. The manager's supervisor will then contact the guest/applicant/resident to schedule a meeting with both the manager and their supervisor. The supervisor will make a decision within five (5) business days of the meeting.
4. The guest/applicant/resident may make a final appeal **in writing** to the Executive Director. The Executive Director will review the case and make a final determination within 72 hours.

During the appeal process, services will be suspended. Exceptions to this rule are at the sole discretion of the Executive Director. If the manager's supervisor is the Executive Director, their decision as supervisor will be the final determination.

### **For Suspensions Lasting Longer Than Five (5) Days**

After exhausting the appeal process as listed above, the guest/applicant/resident may within 30 days request a hearing **in writing** with an impartial Hearing Officer for a suspension lasting longer than five (5) days. The Hearing Officer will schedule a hearing within five (5) days of receiving the request. Following the hearing, the Hearing Officer will make a **written** decision within 72 hours. Rules of the hearing are as follows:

1. The guest/applicant/resident may review all information and evidence used to determine the suspension.
2. The guest/applicant/resident may be represented by an attorney or another personal representative.
3. The guest/applicant/resident may present evidence and interview staff and other witnesses.

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**Receipt of Rules**

Safe Haven strives to maintain a safe and secure shelter environment where staff can help guests connect with the services necessary to move on to healthy and productive lives. In this situation, group safety is always paramount. Access to Safe Haven services is not a right. Guests are bound by shelter rules and may not endanger the physical or mental safety of other guests or staff.

I understand that all guests are responsible for knowing and adhering to the Safe Haven rules.  
A copy of the **Safe Haven Program, Services, & Rules for Shelter Guests** was given to me.  
I have received it and will approach staff if I have any questions.

Guest Name: \_\_\_\_\_ Date: \_\_\_\_\_

Guest Signature: \_\_\_\_\_

**Receipt of Porchlight Appeal Process**

My signature indicates that I have received a copy of the Porchlight Appeal Process, have been offered a copy of the applicable Porchlight rules and regulations, and will approach Porchlight Staff if I have questions about the process at any time.

Guest Name: \_\_\_\_\_ Date: \_\_\_\_\_

Guest Signature: \_\_\_\_\_