

## Porchlight Drop-In Shelter Policies & Procedures

The Porchlight Drop-In Shelter provides emergency overnight shelter to male-identified individuals over the age of 18. Each eligible guest is afforded 90 nights of shelter during each operating year at no cost.

*During the Coronavirus (COVID-19) pandemic, the 90-day limit will not be enforced.*

### Hours & Location

The shelter is temporarily located at the City's former Fleet Services Building (200 N First St).

Shelter hours are 5:00pm – 8:00am. **Intake hours are 5:00pm – 8:30pm.** All guests must use hand sanitizer before entering. Guests may not line up for entry until fifteen (15) minutes prior to opening. Guests will not be admitted to shelter after intake hours, except with prior approval by Shelter Staff [see *Late Entry Policy*].

The shelter phone number is (608) 416-1446. Guests who exit shelter during the night may not be readmitted.

### Intake Process

All guests must submit to a health screening. Guests experiencing symptoms consistent with COVID-19 or who are identified by Public Health or Shelter Staff as a positive case or a contact to a positive case may be asked to undergo an assessment to determine whether it is appropriate to seek medical care, or be diverted to medical respite. Guests who are referred to the hospital or medical respite may not return to shelter until they are medically cleared by Public Health. The shelter regularly hosts COVID testing and encourages all guests to be tested. Please also note that guests must wear a mask at all times in shelter, except while on their bed. Any guest who refuses to wear a mask may be asked to leave. *Ask shelter staff if you need a clean mask.*

All guests must pass through Intake in order to access shelter. Guests who are new to shelter or who have not accessed shelter in the past 30 days will be asked to provide information to an intake worker including details about their current episode of homelessness. Responses to these questions will not be used as a reason to deny access to shelter.

### Transportation

**The City of Madison has set up bus service to and from the temporary shelter at 200 N First St.**

- Buses **to** shelter will pick up at 4:45pm at The Beacon (615 E Washington Ave), around back. Each bus can take 15-20 riders. Buses will continue to make trips until all guests have been transported. Please note that guests who are not present at The Beacon when the last bus has departed will have to secure alternate transportation.
- Buses **from** shelter will load starting at 7:30am, and will transfer guests back to The Beacon. Guests may not stay on First Street Shelter property after the shelter has closed.
- Guests who wish to take a regularly scheduled Metro bus may take the #6 bus from downtown.
- There is parking available on-site for guests who drive to First Street Shelter. Guest parking is located on the backside of the building, and can be access from the First St driveway.
- Whichever method of transportation guests use, they must arrive before intake hours have ended. Because health screens are offered only during intake, *guests who arrive late will not be admitted.*

### Shelter Services

- Dinner is served at 7:00pm each night. Breakfast is served at 6:00am each morning.
- Showers are available for guests from shelter entry until 7:30am. Staff may ask a guest to shower if necessary. Guests may use one towel per person, and toiletries are available for guests who need them.
- Please note that guests may not receive mail at the shelter. Any mail delivered will be returned to sender.
- Guests may not smoke inside the shelter. However, after they have checked in for the night, guests may still smoke outside the shelter in designated areas when shelter staff calls smoke breaks.
- Case management and Coordinated Entry services are offered on-site.

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## Shelter Expectations

All guests are expected to adhere to the following shelter guidelines:

1. **Guests will help create a safe and welcoming environment for everyone.** We celebrate respect, kindness, tolerance, patience, and compassion. Incidents involving violence, threats of violence, and/or harassment of guests, staff, or volunteers may result in a suspension of shelter services.
2. **Guests are responsible for their personal belongings.** Any items left behind after operating hours will be subject to disposal. The shelter is not responsible for lost or stolen items.
3. **Guests may not vandalize any shelter property.** Porchlight is borrowing space from the City of Madison at First Street. Guests are expected to observe all policies on all First Street premises. This includes no theft of Porchlight or First Street property, and no urinating outside marked restrooms.
4. **Guests may not bring weapons onto shelter property.** This includes guns, knives, and any other item that may be construed as a weapon, either real or replica.
5. **Inappropriate sexual or intimate contact is not allowed in shelter.** This includes both consensual and non-consensual contact, as well as viewing of pornographic materials. Sexual harassment of any kind against other guests or staff is prohibited. Guests are also expected to be fully clothed in public areas.
6. **Guests may not bring drugs or alcohol to shelter.**

## Suspension of Services

If a shelter guest fails to adhere to a shelter guideline, they may be denied access that day, asked to leave shelter for the night, or receive a longer suspension of services depending on the severity of the incident. If an incident requires the presence of law enforcement, a longer suspension may be issued. If a guest is suspended from shelter for more than 24 hours, they will receive a suspension notification that includes the corresponding incident report and appeal process.

## Termination of Services

In extreme cases, a guest may be terminated from shelter services, including case management services. Shelter and/or case management services may be terminated in response to incidents involving violent, threatening, or inappropriate behavior, including those that occur outside of shelter property but during the course of case management service provision. If services are terminated, the guest will receive written notification from staff indicating the reason for termination. The guest may appeal this decision in accordance with the Porchlight Appeal Process.

## Verification of Homelessness

By signing this form, I certify that I am seeking shelter because I am currently experiencing homelessness.

**Guest Name** (please print): \_\_\_\_\_

**Guest Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## Receipt of Drop-In Shelter Rules, Suspension and Termination Procedures

I understand that all guests are responsible for knowing and adhering to shelter expectations. My signature indicates that I have read and been offered a copy of the *Drop-In Shelter Policies & Procedures* as well as the *Suspension of Services* and *Termination of Services* policies and procedures, and I will approach staff if I have questions at any time.

**Guest Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_