

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 shelter at no cost. *The 90-day shelter limit is no longer enforced.*

Hours & Location

The shelter is temporarily located at 2002 Zeier Rd. Shelter hours are 5:00pm-8:00am. **Intake hours are 5:00pm-8:30pm.** 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 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. The shelter has COVID tests available for guests who request them. Please also note that guests must wear a mask at all times in shelter, except while on their bed. Any guest who refuses may be asked to leave. *Ask shelter staff if you need a clean mask.*

Guests will also pass through security screening, which includes all belongings brought into shelter as well as their person. Individual lockers may be available on a first come, first served basis. Guests may store items that they wish to have secured overnight, including items that are not allowed inside the shelter. However, *firearms are strictly prohibited*. Lockers may not be accessed during the night, and must be cleared out each morning. Items left behind are subject to disposal. Guests who wish to use the lockers must abide by all locker use guidelines, or may lose locker privileges.

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 or case manager, including details about their current episode of homelessness. Responses to these questions will not be used as a reason to deny access.

Transportation

Porchlight has set up bus service to and from the temporary shelter at 2002 Zeier Road.

- Buses **to** shelter will pick up between 4:30pm and 4:45pm at The Beacon (615 E Washington Ave), around back. 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 between 7:15am and 7:30am, and will transfer guests back to The Beacon. Guests may not stay on Zeier Road Shelter property after the shelter has closed.
- Guests who wish to take a regularly scheduled Metro bus may take the #6 bus from downtown, among others.
- There is parking available on-site for guests who drive to the Zeier Road Shelter. Car camping is not permitted.
- Whichever method of transportation guests use, they must arrive before intake hours have ended.

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 Zeier Road. Guests are expected to observe all polices on all Zeier Road premises. This includes no theft of Porchlight or City property, and no urinating outside marked restrooms.
4. **Guests may not bring weapons into shelter.** 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 into 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:** _____