



The Salvation Army of Dane County
The Salvation Army Family Shelter
Welcome and Guidelines

630 East Washington Ave.
Madison, WI 53703
Office Phone: (608) 250-2241
Resident Message Line: (608) 250-2201

Welcome!

On behalf of the staff and volunteers at Salvation Army of Dane County, we wish you a safe and successful stay in our shelter. This Welcome Packet contains shelter information, guidelines and rules. Please read it thoroughly and reference as needed.

Check-In/Check-Out Information

Check-In: Room check-in sheets must be filled out and returned to staff within 24 hours of your intake. Please list/describe all damages that exist in your room.

Check-out: Please inform staff if you plan to move-out of Family Shelter earlier than anticipated (i.e. secured housing, emergency, etc.). Your room must be cleaned prior to discharge. Leave the linens in your room and return your key(s) and room check out sheet to shelter staff. A staff member will review your check-out sheet and condition of your room. Families who leave a clean room and returned linens may be rewarded with an incentive upon discharge. Check-out time is 10:00am.

Hours

Building Hours: This facility houses many families and individuals every night of the week, every day of the year. In order to provide safety and security for all sleeping here, this building has a nightly "CURFEW." This means that **all residents must be in the building by 10:00pm**, unless arrangements have been made ahead of time with a staff member. Families sign-in at the shelter office each night by 10:00pm. Outside doors are locked during the weekend with the exception of the community meal on Saturday evening.

In the event of an emergency which prevents you from returning by 10:00pm, please contact Family Shelter staff immediately. Phone numbers are located within this packet. Verification or documentation of your absence may be requested upon return.

Quiet Hours: Due to other's schedules it is important to respect certain "quiet hours."

Quiet hours are from 9:00pm-6:30am

- a. 15 years old and younger must be in their rooms by 9:00pm
- b. 16 years old and older must be in their rooms by 10:00pm
- c. Adults must be in their rooms by 11:00pm

Summer quiet hours (From June 10th – August 25th) 10:00pm-6:30am

- a. All children are to be in their rooms by 10:00pm
- b. Adults are to be in their rooms by midnight

Safety and Security

Confidentiality: The Salvation Army takes privacy and confidentiality very seriously. To protect everyone's privacy, **guests and visitors are not allowed in the building or on property.** Due to confidentiality policy, our staff will not confirm or deny if someone is using services.

Security: Security violations will result in immediate suspension from shelter.

- The Salvation Army reserves the right to search your belongings at any time.
- Weapons or weapon-like items are prohibited on The Salvation Army property.
- Threats, acts violence and/or compromising the safety of others will not be tolerated. You will be suspended from shelter and the police may be contacted.
- Physical punishment and verbal abuse of children is not permitted on property. CPS may be contacted.
- Burning items or smoking in the building.

Safety Drills/Evacuation: Please familiarize yourself (and your children) with this building's emergency exits. All exits are marked and building plans are posted. We will practice regular fire and tornado drills. Your participation is mandatory.

Please note, in the threat of fire (real or practice), after exiting the building, we will meet on East Washington Avenue in front of Goodyear Tire. In the threat of a tornado (real or practice), we will meet in the gym hallway.

Verbal Abuse: Verbal abuse towards others is not acceptable. Hate language, including racist and homophobic language, is not tolerated. Swearing is not tolerated. Help us to create a safe and peaceful environment for all.

Illicit Drugs & Alcohol: Residents who appear to be under the influence of alcohol or drugs may be prohibited from sleeping in Family Shelter and/or asked to leave property depending upon behavior. Police and/or CPS may be contacted, if necessary.

Illegal Activities: Participation in illegal activities while on The Salvation Army property will result in suspension/discharge from shelter. Future use of shelter services is at-risk.

Children: Parents must provide supervision to children at all times. Staff members are not licensed childcare providers and are unable to supervise children. Adults are responsible for escorting children 12 years and under to the restrooms. For your safety, residents of other shelters may not provide child supervision for your children. Physical punishment and verbal abuse of children is not permitted on property. CPS may be consulted.

Smoking: Residents may smoke only in the "green space" outside. Smoking is prohibited on the entrance ramp. Please dispose of your cigarette butts.

Child Care

Child Care Contracts: If you are unable to directly supervise your child(ren) for any reason (i.e. working, emergency, appointment, etc.) a child care agreement may be arranged with another family (i.e. adult) on the floor. This arrangement is defined as a "Child Care Contract." Please complete the written contract with staff; staff must be aware of the agreement. If child care is needed after 9:00pm, the family in need of child care and the adult who agrees to provide child supervision may verbally inform staff of the arrangement.

For safety reasons:

- Families with 4 or more children may not provide child care for another family.
- Children under the age of 13 are not permitted to be on the shelter floor, the family lounge, or ride in elevator without a parent or designated childcare provider. Be sure to meet your children under the age of 13 downstairs when they return to the facility.

Housekeeping Items

Family Rooms: Please keep your family's room clean and orderly. Staff can provide you with cleaning supplies. To help ensure healthy conditions for all families using our facility, staff members will conduct room checks on a weekly basis. Room checks will include checking your personal belongings for items that are not permissible in this building (i.e. weapons, alcohol, drugs, and/or drug paraphernalia) and to ensure all borrowed items are properly signed out.

Vandalizing (i.e. writing on furniture/walls, damaging furniture, tearing mattresses, etc.) shelter space is not allowed. You will be held responsible.

Potty chairs, extension cords (except power strips) and personal heaters are not allowed. These items are considered health and/or fire hazards.

Windows must remain closed at all times in order to distribute the same temperature of air throughout the floor.

The Salvation Army does **not** allow food or drinks in rooms due to a high potential for infestation of bugs. Bottled water, baby formula, and/or baby food in jars or containers are permitted. If you have a medical condition that requires you or a family member to have access to snacks, please speak with a staff member and your needs may be accommodated.

You are not allowed to enter anyone else's room at any time. The only exception is a child(ren) being supervised by another family; a child care contract must be in place.

Diapers: There are marked containers and disposal bags in the main Family Shelter hall for dirty diapers. For safety and hygiene, please use *only* these containers for diaper disposal. Please refrain from putting dirty diapers in family room trash cans. There is hand sanitizer located by all diaper pails.

Fragrances: Out of respect for other guests, fragrances are not permitted in shelter. Please limit your use of scented lotions, deodorants, shampoos, make-ups and perfumes.

Sign-out: All Family Shelter residents must leave TSA property EACH WEEKDAY (Monday-Friday) for 4 hours. You may choose one block of time: 8:00am – 12:00pm *or* 1:00pm – 5:00pm. Please mark your choice on the schedule board in the Family Shelter office by 8:00 each morning. Verified employment of 20+ hours or W-2 work site participation may substitute AM and/or PM sign-out hours.

Sign-out requirement may be subject to change when schools have early release, during extreme weather or school holidays. Sickness lasting more than 2 days requires a doctor's note.

Resident Meetings: Residents are required to attend a mandatory resident meeting held every Tuesday. You may attend at 11:00am *or* 6:30pm. A sign-up sheet is located outside of the Family Shelter Office.

Elevator: The elevator is for staff and Family Shelter residents only. Please do not give out the elevator code or let anyone on the elevator who is not a staff member or resident of Family Shelter. Children under the age of 13 should not ride the elevator without an adult.

Personal Items: The Salvation Army is not responsible for any lost, damaged or stolen items (including vehicles) left on property. We are not responsible for any property left after discharge.

Attire: Residents must be fully and appropriately clothed in public areas. This includes wearing shoes at all times. Between 9:00am and 9:00pm, street clothes are required when outside of your room.

Over Night Passes: Each family is eligible for 10 overnights upon entering shelter. Overnight passes allow your family to leave shelter for the night(s) without jeopardizing your stay. Please see Shelter staff for approval.

Animals: Due to safety and allergy issues, pets are not allowed on The Salvation Army property. If you are accompanied by a service and/or therapy dog, please discuss accommodations with a supervisor.

Shared Housekeeping Chores: Families share cleaning responsibilities on the Family Shelter floor. Every weekday, each room will have one chore to complete between the hours of 7:00pm and 9:00pm. During weekends, chores may be done anytime during the day. Assigned daily chores are posted on the shelter office door. Chores are to be completed by an adult(s) in family unless other accommodations have been made with a staff member. Chores must be completed before signing-in every night. Accommodations/modifications may be made for those with disabilities.

Grievance/Appeal: You have the right to submit a grievance or appeal decisions made involving you or your family; this will not jeopardize your shelter. A staff member will respond to your grievance within 24 hours. Appeal meetings will be scheduled within 3 business days. Please see Policy for more details.

Case Management

Case Management: You have the opportunity to work with a case manager to help your family work towards housing, employment, basic needs, etc. Your family will be assigned a case manager upon arrival and will be required to attend weekly meetings. It is your responsibility to contact your case manager if you miss an appointment.

Families May Earn...

Incentives: Families may earn "incentive" points for participating in shelter activities such as Play & Learn, parenting groups, health talks, self-care groups, etc. A monthly calendar of events is posted near the Family Shelter Lounge. You may exchange the incentive points you've earned for additional overnight passes, household products, books, games, puzzles and/or personal essentials, etc. (when available).

Warnings: Please help us to make this a safe and successful shelter stay for you and all others we serve. Residents who are unable to follow rules will receive verbal and written warnings. Staff will notify you when you receive a warning. Please note, multiple verbal warnings may result in a written warning(s) for "Inability to Follow Rules." After an initial written warning, you will have an opportunity to work with staff, including your case manager, to create a plan to help ensure your stay is positive. An accumulation of 3 written warnings may put your shelter stay at risk.

Amenities

Meals: *Breakfast* is served daily from 6:30 am until 7:15am. *Lunch* is served at noon each day. *Dinner* is served at 5:00pm on Monday – Friday & Sunday. Saturday's dinner is served at 4:20pm. The community is served dinner at 5:00pm. *Snack* is served from 8:00pm-8:30pm each night.

Prepared meals are available for residents working or attending school over the lunch or dinner hour and/or for children enrolled in afterschool activities over the dinner hour. You must submit a copy of your work or school schedule to receive a sack meal. Sack meals are in place of a cafeteria meal.

Please clean up after your family after every meal. This includes wiping off tables, chairs, highchairs and sweeping the floor. No outside food is allowed in the cafeteria and **food and drink cannot be taken out of the cafeteria.**

Phone: A phone is available in the Family Shelter hallway. Only local calls are allowed. If others are waiting to use the phone, please limit your use to 10 minutes. You may also sign-up to activate a personal voice message system during your stay. Please see staff for further details.

Laundry: Laundry is available during the hours of 8:00am and 10:00pm on weekdays. On weekends, laundry facilities are available between 8:30am and 11:30pm. Please have your items removed from the washer/dryer when your allotted time is up. Only The Salvation Army detergent can be used in the washer. Staff will supply the detergent. If you need a referral to a free laundry site, please ask staff.

Shower facility: Shower facilities are available on a first-come, first-serve basis. If you need a referral to a free shower site, please ask staff.

Medication Storage: If you have medication that needs to be refrigerated and/or kept secure, please talk with a shelter staff member. For your safety, shelter is not equipped with over-the-counter medications.

Hygiene Supplies: The Salvation Army is able to assist with limited hygiene supplies such as shampoo, conditioner, soap, feminine products, toothpaste, tooth brushes, etc. Unfortunately, The Salvation Army cannot guarantee all of these items all of the time. If you need additional community referrals for diapers, clothing or personal hygiene products, please ask staff or see you case manager for a referral.

Mail: Your family is welcome to receive mail at The Salvation Army. Please pick-up your mail after 3:00pm in the Family Shelter office. Please see detailed Mailing Policy with your Intake papers.

UW MEDIC Clinic: Every Tuesday evening, medical students and attending physicians from UW-Hospital provide medical care and/or referrals to community medical providers. Residents wanting to see a doctor should report to the reception area at 6:50pm to be placed on the wait list.

Dental Clinic: Every Thursday evening, volunteer dentists and hygienists with Madison Dental Initiative assist individuals with dental needs/concerns. Please see your case manager for a referral to the dental clinic.

Meriter Health Clinic: On the second Monday of every month Meriter's Health Hut provides mental health support, physical therapy, prescriptions for medication and referrals to other medical providers. Please see shelter staff to access this resource.

Pastoral Care: Please notify a shelter staff member or your case manager if you are interested in connecting with a pastor for spiritual support.

Church and Sunday School: Families are welcome to join The Salvation Army's Christian-based congregation at 3030 Darbo Drive for church service and Sunday school. Transportation is available. A shuttle will pick up families at 9:45 am and return before lunch.

Open Gym: Children 5 and older are welcome to participate in volunteer-run gym time on select evenings during the week. Children four and younger must be accompanied by a parent. A calendar of events is posted near the Family Shelter office.

Play and Learn: Madison Metro Schools sponsors Play and Learn, a group designated for parents and their children ages birth to five. Play and Learn is offered on Mondays (9:00am – 11:30am) and Wednesdays (9:00am – 11:30am and 1:00pm – 3:00pm) in Family Shelter. If your family would like to participate in Play and Learn, please connect with a staff member.