



The Salvation Army of Dane County  
The Salvation Army Single Women's Shelter  
Welcome, Guidelines and Resources

630 East Washington Ave.  
Madison, WI 53703  
Office Phone: (608) 250-2226  
Resident message line: (608) 250-2277

### 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, rules and community resources. Please read it thoroughly and reference as needed.

### Single Women's Shelter: Quick Guide

- Single Women's Shelter is a "nights only" first-come, first-serve drop-in shelter.
- The capacity is 30 women. Women sleep on pull out beds in the gym.
- The shelter office is open each day from 6:30pm to 8:00am.
- Residents must be off property between 8:00am and 5:00pm.
- Shower & laundry facilities are available. Please see shelter staff for use.
- Dinner, snack and breakfast are provided. (Dinner: 5:00pm; Breakfast: 6:30am).
- Residents are allowed 30 nights of shelter each year. Extensions are granted for those working with a case manager. See shelter staff to sign-up.
- **All Residents must observe our confidentiality policy! Please do not share information about others staying in shelter; this includes revealing if someone is or is not in shelter/on property.**

### Check-In/Check-Out Procedure

- Please do not arrive on property before 5:00pm. You will be asked to leave property if you arrive earlier.
- When we expect to exceed capacity we will use a lottery system. At 5:00pm please see shelter staff to receive a ticket. Prior to dinner, staff will randomly select numbers from a bowl and then post a listing of selected numbers. If your number is selected, you will be guaranteed a bed in shelter at 6:30pm sign-in. Failure to sign-in at 6:30pm may result in forfeiting your bed for the night. If your number is not selected, you are welcome to eat dinner, but you must make alternate sleeping arrangement.
- Following dinner, please exit the building. You may return at 6:30pm for sign-in.
- Once you sign-into shelter at 6:30pm you may not leave property without staff permission. For safety and to ensure your bed is reserved, please sign-out and sign back in upon your return. Failure to sign back in once you have approval to leave property may result in loss of shelter bed for the night.

- For those who work during the evening hours, we are happy to reserve a bed for you. To do so, please submit your weekly work schedule to staff and **call 250.2226 daily by 4:00pm to reserve a bed**. If you reserve a bed and **DO NOT** show up, you may not be allowed to reserve bed(s) in the future.
- **All residents must be in the building by 10:00pm**, unless arrangements have been made ahead of time with a staff member. In the event of an emergency and you cannot return by 10:00pm, contact Single Women's Shelter staff immediately. Phone numbers are located in this Welcome Packet.

### Safety & 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**. Please meet all rides in the parking lot and leave immediately. 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.
- Burning items or smoking in the building.

Safety Drills/Evacuation: Please familiarize yourself 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.

Curfew: 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." **All residents must be in the building by 10:00pm**, unless arrangements have been made ahead of time with a staff member.

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 the gym with other residents and/or asked to leave property depending upon behavior. Police may be contacted, if necessary.

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

Children: For your safety, you may not provide child supervision while on property. Please do not touch or pick children up. Residents are not permitted in the Family Shelter or in Emergency Family Shelter. Please limit your contact with children in shared spaces (i.e. dining room, hallways).

Cold and Inclement Weather: When temperatures drop to 20 degrees or colder, or during severe weather conditions as defined by staff, all single women are permitted to use shelter despite capacity or shelter night limitations. After a resident's first 30 days in shelter, a "cold weather night" is not counted towards your shelter use. Even on a "cold weather night" behavioral issues and rule violations may result in a suspension.

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

### Case Management

Case Management: You have the opportunity to work with a case manager. If you consistently meet with your case manager and follow through with your case plan you will be allowed up to 60 nights of shelter per year. **Residents who do not meet with a case manager will be limited to 30 shelter nights per year.** If you miss 3 appointments with your case manager, you will no longer be eligible for case management services and will not receive an extension. Case management appointments must be made within the first week of your shelter stay. It is your responsibility to contact your case manager if you need to reschedule.

### Housekeeping Items

Attire: Residents must be fully and appropriately clothed in public areas. This includes wearing shoes at all times.

Chores: All residents are required to choose one chore each evening to complete. Please see shelter staff to sign-up. Accommodations/modifications may be made for those with disabilities.

Personal Items: The Salvation Army is not responsible for any lost, damaged or stolen items (including vehicles) left on property. **This is a nighttime-only drop in shelter. You must take all personal belongings with you when you leave at 8:00am.**

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.

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.

Quiet Hours/ Lights Off: The lights in the gym will be turned off nightly at 10:00pm. Please observe quiet hours from 10:00pm-6:00am. The TV in the second lounge must be turned off by 12:00am.

Grievance/Appeal: You have the right to submit a grievance or appeal decisions made involving you; 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.

### Amenities

Meals: *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. *Breakfast* is served daily from 6:30 am until 7:15am. Lunch is not provided.

Prepared meals are available for residents working or attending school over the lunch or 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. Sign-up in the Single Women's Shelter office in the evening to receive a sack meal the following morning.

Please clean up after yourself after every meal. This includes wiping off tables, chairs 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 reception area and in the lounge. Only local calls are allowed. If others are waiting to use the phone, please limit your use to 10 minutes.

- You are welcome to use the client message line to receive messages (250-2277). Please do not give out the shelter office phone number as a message line. **Remember, staff cannot confirm or deny anyone staying in shelter.**

Laundry: Laundry is available during the hours of 7:00pm and 10:00pm on a weekly basis. A sign-up sheet may be found in the shelter office. You may do one load of laundry once a week. 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 first-come, first-serve in the evening between the hours of 7:00pm and 10:00pm. Morning showers are available, by sign-up, between the hours of 6:00am and 6:30am. 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.

Mail: Please limit the amount and type of mail you receive at The Salvation Army. On your behalf we will accept only: Forward Cards, Quest Cards, W2 checks, correspondence from Dane County and/or Social Security Administration. Mail is available for pick-up after 7:00pm in the Single Women's Shelter office. All mail will be held for seven days and then returned to sender.

Storage: Residents may store belongings in the designated closet in the lounge. Additional storage space is available for anyone in school or working. Please mark belongings clearly with your name. Any unidentified belongings will be removed and temporarily stored in the Single Women's Shelter Office for no longer than three days or until claimed, whichever comes first.

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.

**Resources:**

**Dane County Job Center ("Aberg"):**

1819 Aberg Ave., Ph # 608.242.4800

May apply for public assistance (i.e. food stamps, medical assistance, job programs, etc.) and job search. Please notify the Job Center to inform them of your stay at The Salvation Army and/or if you need to transfer your public assistance.

**Social Security Office:**

6011 Odana Rd. Ph# 866.770.2262

Notify the Social Security Office that you are staying at The Salvation Army.

**St. Vincent De Paul:**

2033 Fish Hatchery Rd Ph# 608.442.7200

If you are in need of clothing, shoes, jacket, etc, you can go to St. Vincent De Paul for a clothing voucher.

**Community Action Coalition (CAC):**

Free clothing is available

1717 N. Stoughton Rd. Ph# 608.246.4730

**Mental Health Resources:**

• **Safe Haven:** UW Psychiatric Clinic is located here.  
1738 Roth Street Ph# 608.241.9447

• **Meriter Health Hut:**  
1312 Culmen St. Madison, WI, Ph 608.516.1322

Health screening, assist with disability & Medicare/Medicaid applications, update prescriptions, health counseling, provide basic health supplies, coordinate with local primary care providers, and assists with housing applications.

**Local Crisis Hotlines/ Services**

**Dane County Crisis Line: 608.280.2600**

**Rape Crisis Center: 608.251.7273**

*Free and confidential services for women/ men who have experienced sexual violence.*

**Domestic Abuse Intervention Services (DAIS): 608.251.1237**

*Free and confidential service for individuals who have or are experiencing domestic or partner violence.*

**Parental Stress Line: 608.241.2221**

## Place to Go During the Day

### **Daytime Warming Shelter**

827 E. Washington Ave.

608.731.9816

- Hours: 8:00 am – 4:40 pm; daily
- Open until March 31, 2013

### **Hospitality House**

1490 Martin St. (off of Fish Hatchery Rd)

- Staff available daily to assist with housing and employment
- Free lunch at noon

### **Bethel Lutheran Church**

312 Wisconsin Ave

- Support Services Tuesdays 12-4 and Thursdays 10-4
- Homeless Spiritual Support Group meets Tuesdays at 10:30
- Book Club for Homeless meets Tuesdays at 8:30am (breakfast provided)

### **Now Faith Community's Day Shelter**

1711 Thierer Rd (Near E. Towne, behind Erik's Bike Shop)

- Open daily 8am – 4pm
- Free meal Mon.– Fri. 12 – 1pm

### **Off the Square Club**

4 N. Hancock St. (Basement of St. John's, 1 block from Salvation Army)

- Mon – Fri. 9am – 4pm, Sat. 10am – 2pm
- Day clubhouse for people with mental illness
- Must be a club member, contact 251-6901 to inquire

### **Luke House**

310 S. Ingersoll St.

- Lunch served Mon – Thurs. 11:30 – 12:30

### **Holy Redeemer**

120 W. Johnson St

- Fri. 1-2pm lunch
- Sat. 9 – 10am breakfast and a bagged lunch to go
- May provide free socks, clothing and hygiene products

### **WI Rescue Mission**

2540 E. Mifflin St.

- Buffet Tue, Thur, Fri, & Sat. 9:30 – 12:30
- Sunday lunch 11:15 – 12:30

### **Yahara House**

802 E. Gorham St.

- Membership available to people with mental health issues
- Tours to prospective members on Wednesdays anytime between 9:30am and 4pm
- Orientation for new members on Thursdays from 12:30 – 3pm
- Must have SSI/MA
- Employment services, meals, health services, fitness center, thrift store

**I have read and understand Single Women's Shelter guidelines and rules.**

\_\_\_\_\_  
Client Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date

