



## **GUEST HANDBOOK**

137 Commerce Ct.

Gladwin, MI 48624

(989) 709-6089

Email: [newdawnshelter@att.net](mailto:newdawnshelter@att.net)

Welcome to New Dawn Shelter (NDS). Our staff is here to serve individuals and families that find themselves in a housing crisis. We are committed to helping provide: shelter, food, access to clothing and other material goods, as well as access to specialized services and individualized support, in a manner that enables individuals and families that seek our assistance to experience our guiding principles.

Laundry soap, softener and comfort supplies (shampoo, soap, toothpaste, etc.) are provided when Guests enter the shelter and are contingent on donations or until they obtain income — at that time Guests should buy their own.

While you are here, we want to assist you to secure permanent housing and help you to eliminate the conditions that have led to your homelessness. Please let staff know of any concerns or needs which you may have while here so that we can best assist you. Guests staying at NDS may be referred to programs in other communities that could better meet their needs.

No person, because of race, color, religion, sex, age, familial status, sexual orientation, or disability, shall be discriminated against or denied participation.

Our shelter consists of 4 rooms with 10 beds, which can house a total of 10 to 12 persons. Guests staying at our shelter are encouraged to take advantage of the staff's assistance and to utilize any other community resources that might be helpful. NDS can provide and connect Guests to a variety of services. We can assist and advocate for individuals who need help filling out applications for housing and income maintenance forms. Referral help is available for persons needing other community services. The staff at NDS attempts to help Guests meet their needs and will assist persons staying at the Shelter so that their stay will be a period of growth and a step toward a better tomorrow and greater interdependence. Although the staff of NDS assists Guests in obtaining permanent alternative housing, we cannot assure that this will occur. Staff is on duty to provide a safe environment for all Guests. All staff will be responsible for overseeing and implementing the Policies and Procedures contained in this handbook.

This handbook covers important information regarding your stay at NDS. Please take the time to read this material or ask that it be read to you. We, therefore, expect those we serve to utilize our facilities to enhance their safety, self-sufficiency, and make proactive plans for the future while demonstrating respect for themselves and others.

#### Shelter Hours - Admissions

You may request admittance to New Dawn Shelter Monday-Friday 9 am to 3 pm, at 137 Commerce Ct., Gladwin, MI 48624. Phone 989.709.6089.

#### Shelter Hours for Residents

In order to ensure that the shelter runs smoothly, there are expectations regarding the times in which certain activities are to occur.

- Wake up time is 7:00 AM each day
- 8:00 p.m. is the daily evening curfew; all Guests are expected to be at the shelter for the night unless other arrangements have been made.
- Guests need to discuss their schedule hours with staff. Persons working after curfew will be admitted to the shelter with director permission. Work hours must be documented.
- Guests who have not returned to the shelter by 8:00 p.m. may receive a written warning or even lose their bed.
- Spending the night away from the shelter is excusable only with prior approval of the Shelter Director. **Guests may be drug/alcohol tested when they return from an overnight stay.**
- Guests are expected to be out of the building on Mondays from 11:00 AM until 1:00 PM for building maintenance.

### Length of Stay

NDS offers temporary services. Program participation consists of a 90 day maximum stay and is contingent upon space and program constraints. An extension beyond 90 days is available through active participation in a case management plan, consistent following of rules, sustainable income, attendance of training classes provided by NDS, volunteering regularly in the community and being on a waiting list with a housing provider. The exact circumstances will vary with each individual and should be discussed with the Shelter Director.

### Meal Hours

- Breakfast Begins at 6:30
- Dinner ends at 8:00 pm
- The kitchen should be cleaned after breakfast, lunch and after dinner.
- Guests must be fully dressed in modest apparel. No pajamas or nightwear are allowed. Shoes or other footwear shall be worn.
- Food and drink are to be consumed in the dining room only. Water only is allowed in the bedrooms.
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### Case Management Hours

Case Management staff is available to assist Guests with their case management plan, and to develop their assets and resources. During the first week of a new Guest's stay, a Case Management Intake form (5 Pages) will be completed with the Guest. An appointment will then be set with the Case Manager to discuss and help define goals for the Guest while staying at NDS. The Guest's continued stay at the shelter will depend on the development of a plan and continual implementation of that plan. They are also required to share their financial information and to develop an approved saving's plan & budget.

The Guest will develop the plan with staff assistance and approval, and sign the form indicating their cooperation in the plan. On a weekly basis (by Monday) they will fill out a Weekly Progress Report and turn it in to the Case Manager accompanied by discussion about progress, barriers, needs, and prayer requests. At each weekly review meeting it will be determined if the Guest is working sufficiently on their plan, what might help them to move forward through a barrier or if not they need to leave the shelter for non-compliance with their Case Plan.

#### Telephone Use

THE OFFICE PHONE IS FOR BUSINESS USE ONLY. We will take business messages and post them. All personal phones should be turned off during meals and chapel.

#### Laundry Hours

Shelter Guests are not assigned a specific day to do laundry except Fridays are left open for others to visit the shelter to do laundry. NO laundry is to be left in the washer or dryer while you are out of the building and is to be removed by 10:30 pm even if you are not finished. Last load can be put in the dryer at 10:00 pm — No Exception. Ironing is to be completed in the laundry room only. Irons are not to be taken into the sleeping rooms.

- Daily hours are until 10:30 pm
- Use care when operating equipment. For example, proper water level for load size, correct settings for washer and dryer, proper amount of soap, etc.
- If you need assistance with use of the washer and/or dryer, please ask staff for assistance.
- Clean equipment and filter after each use.
- Laundry facilities are to be used for Guest's clothing and bed linens only.

#### House Chores

- Guests are expected to assist with necessary unassigned chores around the shelter. Please review the chore list weekly and volunteer to assist in completing assigned chores.
- The Shelter Director will be assigning chores as needed.
- Chores are to be completed by 9:00 am or 8:30 pm as appropriate for your assignment.
- You are responsible for completing the chore(s) assigned to you.

#### Chores may include:

Emptying garbage containers                      Clean Bathrooms  
Cooking Meals    Clean Laundry room & doing house laundry  
Sweep & mop floors, vacuum rugs

Clean up after meals, dishwashing    Clean-up Outside Building as needed

Wash windows and doors

Taking barrels to the road on Monday Evenings & bringing them back the next day

- It is the responsibility of our Guests to keep his/her own sleeping area, dining area and common areas clean at all times.
- Report anything broken, missing or damaged to the staff.
- Do not put grease or garbage down the drain.
- Do not dispose of sanitary napkins or other bulky items down the toilet.
- Do not remove window screens.
- Turn off lights, radios, televisions, and other appliances when not in use.
- Showers are to be cleaned after each use.

Please remember that parking is always at your own risk. Only shelter Guests may park in designated areas on the property. You are not permitted to transport another person from this shelter in your car without staff approval.

Guests may not park a non-operational vehicle on NDS property without permission of the shelter director. Leaving a non-working car sitting on the premises without permission may result in the car being towed away at the Guest's expense. Non-working or non-used vehicles must have their keys turned in to the office for storage.

### Transportation

NDS will utilize the public transportation service in Gladwin, MI, to transport Guests. When funding is available, NDS will provide bus passes to Guests **for business purposes**. The Transit System in Gladwin can provide public transportation to all accessible countywide destinations for NDS Guests. Their vehicles are handicap accessible and they provide door-to-door convenience. The use of volunteer or mentor vehicles to transport Guests may only be utilized with prior approval from the Directors.

### Medications & PPE Equipment

- All medications (both prescription and over the counter) must be signed in with the Shelter Director or staff.
- Your medications will be placed into a locked cabinet.
- You are responsible to ask staff for Medications at the time that they are to be taken.
- Minor first-aid supplies are available (for example: Band-Aids, gauze, burn spray, etc.).
- The shelter will assist with providing PPE Masks and Hand sanitizer, and wipes for Guests and Staff.

### Savings & Budgeting

Savings is one of the most important parts of our program. When you have income, you are **required** to save money for your bills & housing. You and your Case Manager will work together to create. Your money can be placed into a safe for you or you can utilize banking institutions.

#### TV / Radio Hours

- TV may be used for watching positive, non-violent programs and videos (Rated G & PG only)
- TV may be viewed on weeknights from **7:00 pm-10:30 pm** and during the day and evening until 10:30 pm on weekends.
- No renting of videos allowed without permission. Radios and listening devices may be used only as long as they do not disturb others. Radios and listening devices are not to be heard in the hallways and common areas.

#### Mail

- Mail can be delivered to the shelter at New Dawn Shelter, 137 Commerce Ct., Gladwin, MI 48624.
- Guests will be advised if they have mail and may pick up their mail in the slot on the wall in the office.
- NDS will not provide postage on Guest's personal outgoing mail.

#### Cell Phones

Cell phones should be off or on vibrate during meetings or devotion times and off after lights out. Cell phone usage should not interfere with other Guest's privacy.

#### Smoking & Tobacco Usage

- Smoking, vaping, or chewing are not permitted anywhere in the Shelter building. No spitting chew on the ground or sidewalks of the shelter.
- Guests can only smoke or chew in an outside, approved area by the side door. No using tobacco/nicotine in other areas of the building site especially by the front door.
- Inhaling or possessing Vapor equipment is **not** allowed on shelter property.
- If you have children in the shelter, they should be kept with you during this time but not exposed to the smoke. You are responsible for their safety at all times. No tobacco/nicotine breaks are to be taken after room time (10:30 PM) or before 6:30 AM.
- Guests must be modestly dressed when out for a tobacco/nicotine break.
- No smoking or chewing is permitted for anyone under the age of 18.

#### Visitors

- Approved visitations can occur from 8:00 am — 7:00 pm, 7 days a week in approved common areas unless we are in a quarantine situation.

- Two visitors are allowed per Guest due to space limitations.
- You and your Guests are expected to be respectful of other Guests, and of staff, working in the area. Guests are responsible for making sure that visitors abide by the shelter rules and notify staff when they arrive.
- Visitation is for 2 hours only. All visitors must enter through the main entrance and are limited to being in public areas of the shelter, such as the kitchen and entry area.
- Staff retains the right to approve or disapprove of visitors entering the shelter.
- Shelter staff may require a visitor to leave if deemed necessary.
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### Clothing and Personal Hygiene

Appropriate attire is to be worn at all times.

- T-shirts, pants, and shorts at least knee length are acceptable.
- Shoes and socks are required.
- At least every other day showering is required. There is a shower sign-up sheet.

### • Room Policy

**Room inspections may be done at any time.** Once you are assigned a bed you are not to change beds without permission. To prepare your room for the day please do the following:

- Make your bed neatly.
- Bedding is to be washed at least every other week.
- Keep the floor clean and uncluttered.
- Dirty clothes are to be kept in a clothes basket or garbage bag.
- Rooms are to be cleaned thoroughly, once a week, by dusting, vacuuming, and cleaning.
- Respect the property in your room. Do not remove, rearrange, or damage furniture in your room. Do not move common area furniture into your room.
- Do not tape, staple, nail, thumb tack, or hang anything on walls, doors, windows, or furniture.
- Turn off all lights, electronics and radios when you leave your room.
- Keep your room door closed when changing clothing.
- Bed room doors should be open between 9:00 AM & 3:00 PM

### Shelter Rules

You are expected to be acquainted with these rules as part of your intake in the shelter. Following the intake process, the Shelter Director or staff may write you up for any violation of the rules. Severe or accumulated write-ups may be the reason for your discharge from the shelter. As part of your personal responsibility while staying at the shelter, you will agree to the following:

- I will treat staff, other Guests and volunteers respectfully. I will not swear or use slurs against others.
- I will maintain personal hygiene (showering at least every other day) and appropriate dress.
- I will provide true and clear information to staff in order to obtain services.
- As a parent, I will take full responsibility for the care of my own child/children. I will not leave my child/children in the care of other shelter Guests or staff without the approval from the Shelter Directors.
- I will make my own bed neatly every day and do other cleaning chores.
- I will be responsible to wrap my garbage daily and place it in the large barrel. Soiled diapers must be wrapped in a separate plastic bag and put in the trash barrels outside the building. I will keep my living area clean.
- The shelter is not responsible for lost or stolen items. I will not leave valuables around where they can be seen. I can have valuables locked away for me by staff.
- No napping in the common areas or in rooms during the day.
- No pets or animals of any kind are allowed in the shelter or to be kept on the shelter's property unless they are Certified Service Animals.
- I will not have food or beverages in an unauthorized area.
- I will comply with curfew.
- I will cooperate with the staff.
- Gambling is not allowed on NDS premises.
- Possession of pornography or weapons is not allowed while staying at NDS.
- I will not possess, consume alcohol, marijuana or illicit drugs on NDS premises or return to the shelter while under the influence of these substances.
- I will take the medications that are prescribed to me in the dosage determined by the doctor, and not give any medications to another person, or overtake what is prescribed to me.
- Rooms, purses, vehicles, and belongings will be subject to periodic searches.

**Category 1 violations require Shelter Director Consultation for Guests to remain at NDS.**

- Failure to return to the shelter by the approved time or after curfew.
- Using profanity in the shelter.
- Smoking in unauthorized areas.
- Possessing pornography in the shelter.
- Having food or drink in non-designated areas.
- Failure to stay for an interview with Shelter Director, or other staff members.
- Failure to comply with reasonable staff requests.
- Inappropriate touching, interacting or physical contact between Staff/Guests.
- Failure to do chores.

**Category 2 violations may result in immediate dismissal from the shelter after meeting with the Directors. Category 2 violations include:**

- Threatening staff or Guests.
- Physical violence or inappropriate touch of others.



- Destruction of shelter or personal property.
- Theft.
- Bringing/possessing/consuming alcohol or unapproved drugs.
- Continued failure to cooperate with the Money Management Program.
- Failure to cooperate or be actively involved with the Case Management Plan.
- Failure to comply with the medication policy.
- Overnight absence without permission.

### **Safety Drills**

- Our shelter participates in safety drills (for example fire and tornado drills) on a regular basis.
- In case you detect a fire, immediately contact a staff member who will call 911, if necessary.
- Fire extinguishers are located in several locations throughout the shelter.
- If you hear the alarms and if the hallway is safe, leave your room, and proceed to the nearest exit.
- If the hallway is not safe, leave through alternate egress such as a window.
- Upon exiting, rally at the designated location (Mail boxes at turnaround at the end of the court).
- Wait for a staff person or fire department to instruct you to return to the Shelter.
- In the event of an active shooter scenario, guests and staff should get as far from the building as possible.

### **Resident Agreement**

- Unaccompanied guests of NDS must be at least 18 years old.
- I understand that this is a temporary arrangement and may be examined on a daily basis, not to exceed 90 days. I will actively seek housing, save money to use for housing and complete a plan for self-sufficiency with the assistance of the staff. If I do not work toward completing a plan, or do not follow shelter rules, I will lose shelter services and be asked to leave.
- I further understand that if I wish to re-enter NDS, I will need to meet with a Shelter Director for approval, and with the Case Manager to develop a plan for self-sufficiency, only after I have been gone for 30/60/90 days, as determined by staff.
- It is understood that due to the demand on the shelter, if I do not comply with curfew, my bed may be reassigned. If I lose my bed, I will not be able to return to the shelter for 30/60/90 days, as determined by staff.
- I agree to participate in Case Management services and financial plans while at the shelter.

### **Discharge & Moving**

- Guests should notify staff regarding the day and time when they plan to move out of the shelter.

- Rooms are to be left clean, trash thrown out, floors swept, linens washed and returned to office, and all personal articles removed from rooms.
- Any damage to shelter's property or stealing of shelter's property will be noted on the Guest's file and may result in criminal prosecution.
- All personal belongings, money and medications will be returned at discharge.
- Items left behind will be disposed of after 48 hours.
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### Devotions

Devotions are held regularly starting at between 8:00 and 9:30 AM. Devotions are a priority so we ask Guests to try to attend devotions daily although attendance is not mandatory. During devotions time the rest of the building is closed to those that do not attend. In the case of extreme weather the Shelter Director will make a further determination. Devotion leaders should sign in on the Guest registry.

### Grievance Procedures

- It is the intent of NDS Staff that you will be treated at all times with respect. We try to provide a friendly atmosphere. Guests can grieve a decision made by shelter staff.
- If the grievance is related to a Guest being told to leave the shelter, a 48-hour extension may be granted while the Executive Board Director or designee makes a decision, unless the reason for removal from the shelter was a safety violation (violence, drug or alcohol use on premises, smoking in house, threatening others, etc.).
- Each Guest shall have the right to express his/her feelings concerning his/her dissatisfaction with the Policies and Procedures of the shelter in an appropriate manner.

**There are three (3) steps to the grievance process:**

1. Discuss the matter with the staff member involved. A frank, respectful discussion will usually clear up the misunderstanding and solve the problem. If the matter remains unresolved, go to the next step.
2. Report the desire to grieve the discipline to the Shelter Director. They will review the complaint and respond in writing to the Guest within five (5) working days of receipt of the report. If the Guest remains dissatisfied with the resolution offered, she/he may take the next step.

**If grievance is with the Shelter Director, automatically move to step 3.**

3. Request that the complaint form be forwarded to the Executive Board Director for review. She/he will take one of the following two (2) steps:
  - Give the Guest a written response which would indicate the final disposition; or
  - Call a conference for the parties involved in the incident(s). The final disposition will be issued within five (5) working days of the conference.

## **Re-admittance**

- Guests who leave NDS voluntarily may seek re-admittance after 30 days.
- Those who are asked to leave because of a Category 1 violation may ask for re-admittance after 60 days.
- Those who leave because of a category 2 violation must wait 90 days to reapply. In some cases, a person may be permanently barred from NDS.
- Guests are allowed two different stays at NDS per rolling year. A rolling year begins on the date of their first entry and ends on date the following year.

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## CONFIDENTIALITY POLICY

Respect for our Guest's privacy and ensuring the confidentiality of information is a program priority. Confidentiality is extremely important since a breach of confidentiality can affect the personal and collective safety of our Guests. Any Guest information, either recorded or not, which is acquired in connection with the program, is considered confidential.

General, non-identifying information such as ages, gender, and other general information that does not compromise the privacy of our Guests may be shared. Confidential information includes information about the Guest's identity, his/her residence at New Dawn Shelter, what transpired in any group activity or during case management, and any information collected for or contained in Guest records. All such information must be treated confidentially. In most cases, Federal Confidentiality Regulations prohibit the disclosure of any information to anyone concerning or identifying a current or former program Guest unless the Guest or his/her guardian has consented in writing. The determination of whether or not a valid consent form for any Guest is on file is the responsibility of the Program Director. The decision to release any information may only be made by the Shelter Director or the Program Director. Revealing the simple fact that an individual lives at New Dawn Shelter may result in putting that person in a dangerous situation.

### **RESPONDING TO A REQUEST FOR DISCLOSURE OF CONFIDENTIAL**

**INFORMATION:** For those working at the shelter, if asked to release information which is confidential, an appropriate, non-committal response should be given, such as, "I'm sorry. I do not know the answer to your questions. Please contact the Shelter Director for further information."

**WHEN ANSWERING TELEPHONES:** When answering the telephone, if asked whether a certain Guest lives at the facility in order to send a message to that person. If the Guest has approved of receiving calls and having messages taken then the staff member may do so. The appropriate response for those that choose to not receive calls or have messages taken is, "**I'm sorry. I can neither confirm nor deny whether that person lives here.**" We do not offer or agree to take a message - that is an acknowledgement that the person is indeed a Guest of the shelter. If the caller insists the person resides at NDS and asks to leave a message, the appropriate response is, "I am a Volunteer. Please wait while I contact the Director on call." In the case of law enforcement requests of information, NDS openly shares the status of all Guests to on-duty officers of the law as mentioned in the Guest Handbook.

**PHOTOGRAPHING/VIDEO-TAPING GUESTS:** Volunteers and Guests are prohibited from photographing, audio taping or videotaping any Guest of NDS without Shelter Director's consent. This policy includes the use of any type of cellular phone camera, digital camera, video camera, tape recorder, or other form of image or audio recording device without management consent.