

Porchlight Men's 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 Warner Park Community Recreation Center (1625 Northport Dr).

Shelter hours are 5:00pm – 8:00am. **Intake hours are 5:00pm – 8:30pm.** All guests must wash their hands before entering. Guests may not line up for entry until five (5) minutes prior to opening. Guests will not be admitted to shelter after intake hours, except with prior approval by the Night Manager [see *Late Entry Policy*].

The shelter phone number is (608) 243-0232. Guests who exit shelter during the night may not be readmitted.

Intake Process

In order to slow the spread of COVID-19, all guests must submit to a brief health screening prior to intake.

Guests experiencing symptoms consistent with COVID-19 may be asked to undergo an assessment to determine whether it is appropriate to seek immediate medical care, or to be diverted from shelter. Guests who are diverted from shelter will be assisted by staff or volunteers in securing an alternate accommodation.

*Please note that any guest who refuses to wear a mask when requested to do so may be asked to leave.

All guests must pass through Intake in order to access shelter. Guests are asked to present with ID in order to confirm identity and speed up the intake process. 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

Madison Metro has set up bus service to and from the temporary shelter at Warner Park REC.

- Buses **to** shelter will pick up at 4:45pm at The Beacon (615 E Washington Ave), around back. Each bus can take 15 riders. Riders enter through the back of the bus and pay no fare. 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 Warner Park REC property after the shelter has closed.
- Guests who wish to take a regularly scheduled city bus may choose any of several routes available, including the #2 → #21 or #2 → #22 from downtown. Check out www.cityofmadison.com/metro.
- There is parking available on-site for guests who drive to Warner Park REC.
- 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 delivered at 7:00pm each night. Breakfast is delivered 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.

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- 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 official smoke breaks.
- Case management and Coordinated Entry services may be offered on-site. Staff will announce themselves on evenings when they are available to meet with shelter guests.

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 and Warner Park. Guests are expected to observe all policies on all Warner Park premises. This includes no theft of Porchlight or Warner Park 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 Shelter 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 the appeal process.

Receipt of Rules

I understand that all guests are responsible for knowing and adhering to shelter expectations. A copy of the *Men's Drop-In Shelter Policies & Procedures* was offered to me, and I will approach staff if I have any questions.

Guest Name: _____

Date: _____

Guest Signature: _____