

**Welcome!!** On behalf of the staff and volunteers at Salvation Army of Dane County, we wish you a safe and successful stay in shelter. This Welcome Packet contains the shelter guidelines. If you have additional questions after you review the packet, please feel free to visit the front desk and a staff member will assist you.

---

---

## Women's Shelter:

**Women's Shelter Main Office:** (608) 250-2226

**Shelter Cell Phone:** (608) 513-2392

**Shelter Reception Desk:** (608) 250-2200

**Website:** <https://centralusa.salvationarmy.org/danecounty/>

---

---

## Shelter Eligibility

The Salvation Army considers women's shelter a temporary, emergency solution to homelessness. The Salvation Army Women's Shelter provides emergency overnight shelter to non-male identified individuals. Each eligible guest is afforded nights of shelter at no cost.

## Single Women's Shelter: Quick Guide

- Women's Shelter is a nights only drop-in shelter.
- Guests must be off property between **7:30am and 5:00pm**.
- Dinner, snack and breakfast are provided. (Dinner: 5:30-6:30pm; Snack: 8:30pm; Breakfast: 6:15 to 6:45am).
- If you continue to use shelter nightly you will receive the same bed unless otherwise notified by staff.
- You must take **all personal belongings** with you when you leave at 7:30am. This includes personal bedding.
- All guests 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.
- Guests utilizing shelter and other guests must observe our good neighbor policy. We are committed to being a good neighbor to the surrounding community. You are a part of this community, please help us to be good neighbors while ensuring this space is safe for all.

## Hours and Location:

The shelter is located at 630 East Washington Avenue. Shelter hours are 5:00pm – 7:30am. ***Check-In hours are 5:00pm – 8:30pm.*** Guests may not line up for entry until fifteen (15) minutes prior to the shelter opening at 5:00pm. Guests will not be admitted to shelter after check-in hours, except with prior approval by Shelter Staff. The shelter phone number is **(608) 250-2226**. Guests who exit shelter during the night may not be readmitted.

## Check-In Procedure

All guests must pass through check-in in order to access shelter. Guests who are new to shelter or who have not accessed shelter in the past year will be asked to provide information to a shelter staff including details about their current episode of homelessness. New guests or guests needing updates will not be admitted to shelter until the intake paperwork is complete. Responses to these questions will not be used as a reason to deny access to shelter.

- Once you sign-into shelter you must remain inside for the night other than during designated smoke breaks. Failure to return to shelter will result in loss of shelter bed for the night.
- For those who work or attend school during the evening hours, we are happy to reserve a bed for you. To do so, please submit your weekly work or school 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 2 times, you will not be allowed to reserve a bed in the future.
- All guests must be in the building by the end of check in at 8:30pm, unless arrangements have been made ahead of time with a staff member. In the event of an emergency and you cannot return by 8:30pm, contact Women's Shelter staff immediately. Phone numbers are located in this Welcome Packet.
- This is a nighttime-only drop in shelter. You must take all personal belongings with you when you leave at 7:30am. If items are left, they will be disposed of. When space is available, guests may store belongings in designated guest storage closet and will be allowed one shelf per person. Please mark belongings clearly with your name.
- If you need any supplies for the night, please ask staff after check in.

#### Shelter Services

- Dinner, Snack and Breakfast will be provided daily. If a guest chooses not to eat the food provided guests are able to eat off property, but no food can be brought into the shelter or delivered from another location and eaten on property inside or out.
- Showers are available for guests from shelter entry until 6:30am. 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.
- Pastoral Care is available if guests are interested in connecting with a pastor for spiritual support.
- Guests may not smoke inside the shelter. Smoking (tobacco, electronic and vapor cigarettes) is only allowed in the green space during designated smoking breaks. Cigarette butts must be disposed of in trash receptacles.
- Parking is available during shelter hours only. All vehicles left on the property between 8:00 am and 5:00 pm are subject to being towed at guest's expense.
- Case management and Coordinated Entry services will be offered on-site Monday-Friday during business hours unless other arrangements have been made. Case Management services include housing search, employment search, help filling out job applications, benefit eligibility and connection, help with housing applications, connection to legal services, mental health, or substance use support etc. Declining an approved housing offer may affect your shelter stay.

#### Safety & Security

All guests are expected to adhere to the following shelter guidelines:

1. **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.
2. **Guests are responsible for their personal belongings.** The shelter is not responsible for lost, damaged or stolen items. The Salvation Army reserves the right to search your belongings at any time.
3. **Guests must be in the building by 8:30pm,** unless arrangements have been made and documented ahead of time with a staff member.

4. **Guests will help create a safe and welcoming environment for everyone.** Incidents involving violence, threats of violence, and/or harassment of guests, staff, or volunteers may result in a suspension of shelter services. Threats, acts of violence and/or compromising the safety of others will not be tolerated.
5. **Guests may not vandalize any shelter property.** Guests are expected to observe all policies inside, outside and throughout the block radius. Burning items, smoking, theft and/or destruction of property is not permitted. Property, inside and out, is monitored 24/7 by security cameras.
6. **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.
7. **Sexual or intimate contact is not allowed in shelter.** This includes both consensual and nonconsensual 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 and wearing footwear in public areas.
8. **Guests may not bring drugs or alcohol to shelter.**

#### Additional Housekeeping Items

- Limit the amount and type of mail you receive at The Salvation Army. Mail is available for pick-up in the Women's Shelter office. All mail will be held for seven days and then returned to sender.
- All trash must be disposed of appropriately in trash cans inside and outside of the property.
- Out of respect for other guests, fragrances are not permitted in shelter. Limit your use of scented lotions, deodorants, shampoos, make-ups and perfumes.
- Due to safety and allergy issues, pets are not allowed on The Salvation Army property. If you are accompanied by a therapy animal a reasonable accommodation request must be approved prior to admission.
- Quiet hours are observed from **9:00pm-6:00am. Guest need to be in their sleeping area at 9:00 pm and lights are to be turned off at 10:00 pm.**
- You have the right to submit a grievance or appeal for decisions made involving you or your family; this will not jeopardize your shelter

#### Suspension of Services:

If a shelter guest fails to adhere to a shelter guideline, they may be 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 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 Salvation Army's Appeal Process.



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 *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 Name** (please print): \_\_\_\_\_

**Guest Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Staff Witness:** \_\_\_\_\_ **Date:** \_\_\_\_\_