

## **House Rules and Regulations**

### **United Way Dickinson Manna House**

#### **1. Introduction**

Welcome to United Way Dickinson Manna House. Our mission is to provide safe, inclusive, and low-barrier emergency – long term temporary shelter for individuals experiencing homelessness. These rules are intended to maintain a respectful, secure, and supportive environment for all residents, staff, and visitors.

#### **2. Admission and Accessibility**

- Identification is not required for shelter access. Entry is open to anyone in need of a safe place to stay.
- Sobriety is not a prerequisite for entry. Individuals who are under the influence will not be turned away as long as they can maintain safe and respectful behavior.
- Pets are allowed. Owners must control their animals at all times and are responsible for their care and cleanup.
- Couples and families are welcomed and will be kept together whenever feasible, honoring family unity.

#### **3. General Conduct**

- Respect others' rights and dignity at all times.
- Any form of violence, threats, intimidation, or harassment will result in disciplinary action.
- Theft or intentional damage to shelter property or others' belongings is not tolerated.
- Verbal abuse, hate speech, and discriminatory remarks are prohibited.

#### **4. Substance Use Policy**

- Use or possession of illegal drugs or alcohol is not permitted on shelter property.
- Residents under the influence must behave safely and respectfully.
- Drug paraphernalia and visible substance use are not allowed within the facility.

#### **5. Curfew and Quiet Hours**

- Suggested curfew is 10:00 PM. Exceptions require staff approval.
- Quiet hours are 10:00 PM to 7:00 AM to ensure rest and privacy.
- During quiet hours, limit use of electronics and keep conversations low.

#### **6. Guest Policy**

- Visitors are allowed in common areas between 9:00 AM and 9:00 PM.
- All guests must sign in and be accompanied by their host.
- No overnight guests are allowed for safety and capacity reasons.

## 7. Personal Belongings

- Residents are provided with storage for their belongings.
- Valuables should be kept securely. The shelter is not responsible for lost or stolen items.
- Weapons, drugs, alcohol, and other hazardous items are strictly prohibited.

## 8. Chores and Cleanliness

- Residents must keep their personal and sleeping areas clean.
- Participation in shared cleaning duties is required on a rotating schedule.
- Cleanliness contributes to health, safety, and community well-being.

## 9. Meals

- Meals are provided daily at designated times:
  - - Breakfast: 7:00 AM – 8:00 AM
  - - Lunch: 12:00 PM – 1:00 PM
  - - Dinner: 6:00 PM – 7:00 PM
- Food must be consumed in designated dining areas.
- Personal food must be stored in designated kitchen spaces only.

## 10. Health and Safety

- Medical emergencies must be reported to staff immediately.
- Tampering with fire safety equipment is prohibited.
- Smoking is only allowed in designated outdoor areas.
- Emergency exits must remain unobstructed at all times.

## 11. Confidentiality

- All resident information is confidential and protected.
- Information will only be disclosed with written consent or as required by law.

## 12. Program Participation

- Supportive services are available, including counseling and employment assistance.
- Participation is encouraged but not mandatory.
- Case managers are available to help residents set and achieve personal goals.

## 13. Grievance Procedure

- Residents may submit written complaints to staff or the shelter director.
- Grievances will be addressed promptly and respectfully.
- Feedback helps improve shelter operations and services.

## 14. Consequences of Rule Violations

- Violations may result in warnings, loss of privileges, or dismissal.
- Severe misconduct (violence, weapons, arson) may lead to immediate removal.
- Residents have the right to appeal decisions within 7 days.

### 15. Acknowledgment

By signing below, I acknowledge that I have read, understand, and agree to follow the House Rules and Regulations while residing at United Way Dickinson Manna House. I understand that violations may result in consequences including possible removal from the shelter.

Resident Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_