

PORCHLIGHT SAFE HAVEN DROP-IN

4006 Nakoosa Trail, Madison, WI 53714 – 608.241.9447 ext. 10

Safe Haven is a daytime drop-in shelter for adults with mental illness who are experiencing homelessness. Eligible guests may access services by completing an intake with staff. No appointment is needed.

Services Available at the Safe Haven Drop-In:

- Open hours: The drop-in is open from 8:30am-6pm, seven days a week (*excluding* most major holidays). Guests may not arrive early to wait for opening or be on the property outside of these hours.
- Case management: Staff is available while the drop-in is open to assist guests with things like housing applications, establishing mental health care, and managing benefits. Staff are also available to support clients who are experiencing a crisis or just need to talk.
- Hot meals: Lunch is served from noon-12:30pm, dinner from 5:00-5:30pm. If a guest will not arrive until after lunch, they may call and ask staff to save a plate for them (lunch plates are saved until 5pm).
- Other food: Coffee, pastries, and cereal are available in the morning in the dining room. There is also a microwave and toaster. Food in the refrigerator or on the food shelves in the dining room is free for all guests to eat while at Safe Haven. Personal food should not be stored in these areas.
- Phone use: A client phone is available for use. Please do not use the phone longer than 10 minutes if another client is waiting. Guests may give the number 608-241-9447 ext. 17 as a personal or business phone number. Messages left at this number will be posted on the board outside the main office. To make long distance or 1-800 calls, please speak to staff in the office.
- Laundry: Free washers and dryers are available for use, up to two (2) loads per day. Guests should not touch other guests' laundry but alert staff to abandoned laundry and staff will remove it if necessary.
- Mail: Guests may use the Safe Haven address as a mailing address. Mail will be returned to sender if not picked up within 30 days. Safe Haven's address is a "bulk mail" address, so the Post Office will not forward mail based on a Change of Address form if a guest decides to stop using this address.
- Showers: Guests may take a shower in either of the two drop-in restrooms. Towels and hygiene supplies are available for guest use. Time spent in the restroom must be limited to 20 minutes.
- Bus tickets: Guests may receive two (2) single-ride bus tickets per day. Guests who receive bus passes or other transportation assistance from another agency are not eligible for bus passes at Safe Haven.
- Lockers: A limited number of lockers are available for guests who have confirmation of a mental health disability on file. If a guest is interested in being assigned a locker, they should ask staff to be added to the locker waiting list.
- TV, games, and puzzles: The common area has activities available for guest use. Please share this space with other guests. Packer and Badger football games will always receive first priority on the TV.

PORCHLIGHT SAFE HAVEN DROP-IN

4006 Nakoosa Trail, Madison, WI 53714 – 608.241.9447 ext. 10

Guest Expectations:

At Safe Haven, we celebrate kindness, tolerance, patience, and compassion. Our rules are centered around maintaining a safe and respectful environment for everyone.

Guests are expected not to engage in disrespectful behavior at Safe Haven including, but not limited to:

- Touching or taking another person's belongings
- Taking excessive time (longer than 20 minutes) in the restroom
- Urinating anywhere but the toilet, including outside
- Verbal abuse, slurs, and harassment, including sexual harassment
- Threats or threatening behavior
- Physical violence or unwanted touch
- Public sexual activity or intimate contact, including exposing oneself in public
- Vandalizing, damaging, destroying, or stealing Safe Haven property
- Handling, sharing, selling, or using substances in the drop-in, including another person's medication

Other expectations for drop-in guests:

- Drop-in Guests must sign in daily in the front office when they arrive at Safe Haven.
- Resident areas are off limits to Drop-in Guests at all times, unless they are signed in with a resident as their visitor during visiting hours. Staff areas and the kitchen are also off limits.
- Loitering in the parking lots is not permitted. Guests may also not walk around the back of the building or hang out behind the building, except in the back smoking area.
- Friends and family members are not allowed on Safe Haven property unless they also qualify for services and complete an intake. No one under the age of 18 can be on Safe Haven property.
- Safe Haven property, including cups, mugs, plates and bowls, must remain inside the building.
- Guests may not carry weapons at Safe Haven. Knives and other weapons must be turned into staff immediately upon arrival. These items will be returned when a guest leaves the property.
- Guests may not bring pets to Safe Haven property. Guests with service animals that are trained to assist individuals with disabilities may speak with the Manager to request an accommodation.
- The main Nakoosa parking lot is reserved for permitted tenants of Porchlight housing only. Safe Haven guests may park in the guest lot from 8:30am-6:00pm. Safe Haven guests are also prohibited from parking in the neighboring lot across the street at 4001 Nakoosa Trail, including outside of business hours. Parking violations may result in being ticketed or towed.

PORCHLIGHT SAFE HAVEN DROP-IN

4006 Nakoosa Trail, Madison, WI 53714 – 608.241.9447 ext. 10

Suspension of Services:

When guest expectations are not followed, a guest may be asked to leave and not allowed to access services at Safe Haven for a certain period of time. This is referred to as a “suspension”.

- Staff may suspend someone for a set amount of time (e.g. 24 hours, 1 week, 1 month), or may suspend a guest until the weekly staff meeting, where it will be decided if a longer suspension is appropriate. Guests who are suspended until after the staff meeting may call after 6:00pm on the day of the meeting to find out if their suspension is over or has been extended.
- If a guest comes to the Nakoosa campus while they are suspended from services, the suspension may be extended.
- Records of suspensions are kept and updated. Guests who break rules repeatedly may be subject to longer suspensions each time, and may eventually be subject to termination of services.
- Staff may use discretion in deciding whether a suspension will be implemented or how long the suspension will be.
- The list of guest expectations is not intended to be all-inclusive or to list every action or behavior that is unacceptable or may result in a suspension.
- If a guest believes that a suspension decision was inappropriate or not made fairly, they may appeal the suspension decision (see *Porchlight Appeal Process*). If a guest requires help with making a written appeal, staff will help the guest with the 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 threatening or inappropriate behavior, including those that occur outside of shelter property but during the course of case management service provision.

- Termination of services may result from several rule violations, including but not limited to:
 - Criminal activity on the property
 - Possession of weapons on the property
 - Physical assault or threat to guests or staff
 - Violation of sexual harassment policy
 - Destruction of Porchlight property
- 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 the Porchlight Appeal Process.

PORCHLIGHT SAFE HAVEN DROP-IN

4006 Nakoosa Trail, Madison, WI 53714 – 608.241.9447 ext. 10

Porchlight Appeal Process:

The appeal process of Porchlight, Inc. allows for a fair hearing.

A guest at the Drop-In Shelter or Safe Haven, an applicant for services provided by Porchlight through any housing program, and a resident of Porchlight properties may appeal an adverse decision or suspension lasting five (5) days or less within 30 days of the decision made by Porchlight staff.

A guest/applicant/resident may appeal a suspension lasting longer than five (5) days for up to six (6) months following the decision. The appeal process is as follows:

1. The guest/applicant/resident has the opportunity to review and receive a copy of a written statement setting forth the basis for the decision.
2. The guest/applicant/resident must submit an appeal **in writing** to the manager of the program that issued the suspension or adverse decision. The manager will consult staff as necessary, and make a decision within five (5) business days of receiving the appeal. Appeal letters must include:
 - a. a summary of the events leading to the suspension or adverse decision
 - b. a description of why the guest/applicant/resident believes the suspension or adverse decision was incorrectly or unfairly issued
 - c. an explanation of why the guest/applicant/resident needs and would benefit from services
3. Following the program manager's decision, if the guest/applicant/resident believes that their right to access services has been wrongly denied, the guest/applicant/resident may appeal the manager's decision by submitting a request **in writing** to the manager's supervisor. The manager's supervisor will then contact the guest/applicant/resident to schedule a meeting with both the manager and their supervisor. The supervisor will make a decision within five (5) business days of the meeting.
4. The guest/applicant/resident may make a final appeal **in writing** to the Executive Director. The Executive Director will review the case and make a final determination within 72 hours.

During the appeal process, services will be suspended. Exceptions to this rule are at the sole discretion of the Executive Director. If the manager's supervisor is the Executive Director, their decision as supervisor will be the final determination.

For Suspensions Lasting Longer Than Five (5) Days

After exhausting the appeal process as listed above, the guest/applicant/resident may within 30 days request a hearing **in writing** with an impartial Hearing Officer for a suspension lasting longer than five (5) days. The Hearing Officer will schedule a hearing within five (5) days of receiving the request. Following the hearing, the Hearing Officer will make a **written** decision within 72 hours. Rules of the hearing are as follows:

1. The guest/applicant/resident may review all information and evidence used to determine the suspension.
2. The guest/applicant/resident may be represented by an attorney or another personal representative.
3. The guest/applicant/resident may present evidence and interview staff and other witnesses.

PORCHLIGHT SAFE HAVEN DROP-IN

4006 Nakoosa Trail, Madison, WI 53714 – 608.241.9447 ext. 10

Guest Name (please print): _____

Receipt of Safe Haven Rules

Safe Haven strives to maintain a safe and welcoming shelter environment where staff can help guests connect with the services necessary to meet their basic needs, work toward their goals, and secure permanent housing. In this situation, group safety is paramount. Guests are bound by shelter rules and may not endanger the physical or mental safety of other guests or staff.

I understand that all guests are responsible for knowing and adhering to the Safe Haven rules. My signature indicates that I have received a copy of the Safe Haven **Guest Expectations** (page 2), and will approach Safe Haven staff if I have questions at any time.

Guest Signature: _____ Date: _____

Receipt of Safe Haven Suspension and Termination Procedures

My signature indicates that I have received a copy of the Safe Haven **Suspension of Services and Termination of Services** policies and procedures (page 3), and will approach Safe Haven staff if I have questions at any time.

Guest Signature: _____ Date: _____

Receipt of Porchlight Appeal Process

My signature indicates that I have received a copy of the **Porchlight Appeal Process** (page 4), and will approach Porchlight Staff if I have questions about the process at any time.

Guest Signature: _____ Date: _____