

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-6:00pm, seven days a week. 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.
- Meals: Lunch is served from 12:00pm-1:00pm, dinner from 4:00pm-4:30pm. 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: There is a microwave and toaster in the dining room. 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.
- 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 up to two (2) single-ride bus tickets per day, as availability allows. 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.

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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 check in daily in the front office when they arrive at Safe Haven.
- Staff areas and the kitchen are off limits to drop-in guests. Non-compliance with this rule is trespassing and will result in a suspension.
- 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.
- Service animals are not permitted to be on any Safe Haven furniture.
- Safe Haven property, including dining utensils, 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.

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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 on the Friday after 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 may 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.

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PORCHLIGHT APPEAL AND REINSTATEMENT POLICY

Porchlight, Inc. is committed to providing guests, applicants, and participants with a fair process for appeal of adverse service decisions and requests for reinstatement of services.

This policy applies to guests of Porchlight night and day shelter programs, applicants for Porchlight housing or services, and participants in Porchlight programs where services may be denied, suspended, or terminated.

This policy does not apply to lease non-renewals, notices terminating tenancy, notices to vacate, eviction proceedings, or other legal housing actions governed by landlord-tenant law and court processes.

Nothing in this policy limits Porchlight's ability to take immediate action necessary to protect the safety of guests, staff, residents, or the public.

Definitions

Adverse decision includes denial, suspension, or termination of services; loss of night or day shelter access; program restrictions; and other actions limiting access to Porchlight services.

Appeal is a request to review an adverse decision to determine if it was issued appropriately and is consistent with similar situations.

Reinstatement is a request to restore services following a long-term suspension or termination of services. A reinstatement request is not a reconsideration of whether the original adverse action was appropriate.

Appeal Process

If a guest/applicant/participant believes a suspension or adverse decision was incorrectly or unfairly issued, they may submit a written appeal within 60 calendar days of the decision.

1. The guest/applicant/participant has the opportunity to review and receive a copy of a written statement setting forth the basis for the adverse decision.
2. The guest/applicant/participant must submit an appeal **in writing** to the supervisor of the program or department that issued the suspension or adverse decision.

Appeal letters should include:

- a. a summary of the events leading to the suspension or adverse decision
- b. a description of why the guest/applicant/participant believes the suspension or adverse decision was incorrectly or unfairly issued
- c. an explanation of why the guest/applicant/participant would benefit from continued services

The supervisor will consult staff as necessary, review any available evidence, and make a decision within five (5) business days of receiving the appeal.

3. Following the supervisor's decision, the guest/applicant/participant may make a final appeal **in writing** to the Porchlight Executive Director. The Executive Director will review the case and make a final determination within 72 hours.

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Reinstatement Process

If a guest/applicant/participant believes that they have adequately addressed the grounds for the suspension or adverse decision, they may submit a written reinstatement request.

1. The guest/applicant/participant must submit a reinstatement request **in writing** to the supervisor of the program or department that issued the suspension or adverse decision.

Reinstatement requests should include:

- a. a summary of the events leading to the suspension or adverse decision
- b. an explanation of why the guest/applicant/participant would benefit from reinstatement
- c. a description of steps taken to address the behavior or circumstances resulting in the suspension or adverse decision
- d. any supporting information (e.g., mental health treatment, recovery activities, education or employment activities, safety planning, other evidence demonstrating changed circumstances)

The supervisor will consult staff as necessary, review any available evidence, and make a decision within five (5) business days of receiving the reinstatement request.

2. Following the supervisor's decision, the guest/applicant/participant may make a final reinstatement request **in writing** to the Porchlight Executive Director. The Executive Director will review the case and make a final determination within 72 hours.

During the appeal or reinstatement process, services will remain suspended. Exceptions to this rule are at the sole discretion of the Executive Director.

For Shelter Suspensions Lasting Longer Than Five (5) Days

After exhausting the appeal or reinstatement process listed above, the shelter guest may within 30 days request a hearing **in writing** with an impartial Hearing Officer for a shelter 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/participant may review all information and evidence used to decide the suspension.
2. The guest/applicant/participant may be represented by an attorney or other personal representative.
3. The guest/applicant/participant may present evidence and interview staff and other witnesses.

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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 and Reinstatement Policy

My signature indicates that I have received a copy of the **Porchlight Appeal and Reinstatement Policy** (pages 4-5), and will approach Porchlight Staff if I have questions about the process at any time.

Guest Signature: _____ Date: _____