

BETHLEHEM INN RULES AND GUIDELINES – FAMILIES FIRST

The Bethlehem Inn (the “Inn”) offers emergency shelter to Single Men, Single Women, and Families. Couples without minor children (regardless of marital status) are housed in separate men’s and women’s quarters. Registered sex offenders will not be sheltered at the Inn. Adult applicants must pass urinalysis and breathalyzer tests at intake and may be retested during their stay. All residents must be able to navigate the facility without staff assistance unless granted a reasonable accommodation, as discussed below.

FAMILIES FIRST PROGRAM:

The goal of the Families First Program is to help stabilize families by providing emergency shelter and accountability.

Only immediate family members are eligible to participate in the Families First Program. Immediate family includes minor children with custodial parent(s) or guardian(s). Children must be under the age of 18. Children over the age of 18 must stay in the Singles shelter.

Families will develop with the Program Manager an Action Plan toward self sufficiency. Families must meet with the Families Program Manager once per week to review progress. Ongoing progress must be demonstrated to ensure continued stay.

If a family is offered more stable, longer-term housing and refuses the opportunity, it may affect continued residency at the Inn.

Families are generally not granted a second admission into the Families First Program due to high demand and limited space.

CASE MANAGEMENT PROGRAM: Inn resident Case Management involves the development, with the resident, of an Action Plan to assist the resident in progressing toward self-sufficiency. An Action Plan may involve budgeting, agency referral, personal development, and educational/training opportunities.

SAFETY AND SUPERVISION OF CHILDREN:

Children must be within view of a parent or guardian at all times unless alternative arrangements have been approved by the Program Manager.

Residents at the shelter may not supervise or babysit another resident’s child(ren).

Any overnight or extended absence of the child(ren) from the family unit must be pre-approved by the Program Manager.

Children may ride bicycles only in designated areas (between yellow parking lot dots and building).

Parents must ask permission from Monitor on Duty before taking children to the playground behind staff offices.

RESIDENT ACCOUNTABILITY: Residents of the Inn are responsible for their behavior and actions while at the facility. Failure to abide by these rules and guidelines may affect continued shelter at the Inn.

ACCESSING STAFF: Staff members and/or volunteers are available at the Front Desk to assist residents. **DO NOT** go directly to any office (including the Families Program Managers office) or knock on office doors. Residents may approach staff areas in case of emergency or outside the operational hours of the Front Desk (10 p.m. to 6 a.m.).

PRIVACY AND CONFIDENTIALITY:

Inn will employ best efforts to ensure the confidentiality of its residents. Inn residents must respect the confidentiality of other residents. Resident information shall be shared by the Inn with agencies and other organizations only under the conditions of a *Release of Information* (ROI) agreement signed and executed by resident.

Privacy, including, without limitation, auditory privacy, is not guaranteed in common areas of the Inn, which are subject to video and other surveillance.

Resident property is subject to search.

Inn staff perform regular Safety and Security checks, during which they may open any closed door. An announcement will be made prior to opening the door.

Inn staff perform daily room checks for cleanliness and compliance with Inn rules and guidelines.

REASONABLE ACCOMMODATION REQUESTS: Any Inn resident may request reasonable accommodation in relation to Inn rules, procedures, and practices. Inn management and the Inn Fair Housing Officer will evaluate the request on a case-by-case basis and attempt to resolve the issue through an interactive process. All reasonable accommodation requests should be directed to Inn management and/or the Inn Fair Housing Officer. Forms are available for this purpose at the Front Desk.

SERVICE ANIMALS: Residents with service animals must submit a written request for reasonable accommodation as provided above. Service animal immunizations **MUST** be current. The resident is responsible for the behavior of the service animal for its care and grooming. The resident is required to dispose of all animal waste. Service animals must be kept under control and on leash at all times. Residents are required to have a crate available for the service animal. Any damage to the Inn facility by the service animal and/or hostile behavior or harm to other residents by the service animal may result in immediate loss of housing or the setting of an exit date.

EMERGENCY SHELTER RULES AND ACCESS:

Keys **MUST** be kept on resident's person while on-site and **MUST** be turned in to the front desk when leaving site. Families may come and go during the day, but must check in and out at the Front Desk each time upon leaving and returning to the property. All residents **MUST** check in by 5:30 p.m. and **MUST** thereafter remain on-site (unless otherwise approved by staff). Staff must be notified before 5:30 p.m. if a resident will be late. Residents who fail to check in by 5:30 pm will receive one warning. A second failure to timely check in may result in the setting of an exit date, as set forth above. Entering and Exiting the Inn Facility: Residents may use only the main entrance right-of-way facing Highway 97 for entering and exiting the Inn. Residents must not walk/drive/ride through neighboring parking lots (Midas, etc.), driveways, or alleys. All residents must drive slowly and carefully through the Inn parking lot.

LATE CURFEW REQUESTS: Written late curfew requests must be submitted **48 HOURS** in advance of the day that the resident will not be able to make curfew. Forms are available for this purpose at the Front Desk. Late curfews requests will be approved only for church, work, AA/NA, school, family and friends, etc., and may not be used for entertainment. Residents must still sign in and out at the Front Desk. No more than three late curfews will be approved unless work related or part of a mandated program. Staff may require a breathalyzer or drug test on return.

OVERNIGHT REQUESTS: Residents may request two overnights per stay. Written overnight requests must be submitted **48 HOURS** in advance of the day overnight requested. Forms are available for this purpose at the Front Desk. Requests will not necessarily be approved. Residents must still sign in and out at the Front Desk.

VISITORS AND RIDES: On-site visitors and pick-ups **ARE PROHIBITED** unless coordinated with and approved by staff and involving an official agency (DHS, Parole and Probation, etc.). Any personal visits and/or pick-ups involving non-residents **MUST** occur off-site. Different households may ride together only if the person offering the ride obtains permission from the Program Manager.

ON-SITE VEHICLES (PARKING ARE SUBJECT TO AVAILABILITY – SEE STAFF):

Each resident is permitted to have one vehicle on site. The vehicle must be in running condition and currently licensed, registered, and insured. No vehicle maintenance may be performed on-site. Once parked, no resident may remain in the vehicle. Police will be notified if a resident fails a Breathalyzer test and attempts to drive off site. Parking spaces for families are located in front of the Family Units. Residents may not park by staff offices, in front of Singles units, or in parking lots of neighboring businesses. Bicycles must be parked in designated bike area. Residents may not park bicycles in front of the Front Office, even temporarily when checking in or out. Each resident must supply his or her own bike lock. The Inn is not responsible for the security of any vehicle left on-site. Abandoned vehicles will be towed.

OFF-LIMIT AREAS:

The following areas are off-limits to residents: (a) staff offices, parking, and smoking areas; (b) behind buildings-with the exception of the kids play area; (c) Singles areas, including Singles units and parking areas; (d) main kitchen and pantries, including refrigerators and freezers; (e) another family's unit; and (f) clothing rooms-without staff accompaniment. The stairs in front of the family units are to access living space only. No adults or children may hang out or play on the stairs.

RESIDENT SERVICES:

Families should sign up for SNAP (Supplemental Nutrition Assistance Program) and TANF (Temporary Assistance to Needy Families) benefits, if qualified. The Inn is able to supply families with some food items on a case-by case basis. To request such assistance, contact staff.

Meals: Families provide their own breakfast and lunch Monday – Friday. The Inn may provide breakfast and lunch Saturday and Sunday. The Inn provides a hot dinner each night. See Resident Schedule for meal times. Families eat meals in the Family Dining Room (Room 122) or, weather permitting, at the picnic tables in the family area. Meal trays are kept in between the refrigerators in the Family Dining Room. After each meal, residents must wipe down their tray and put them away. Residents are responsible for maintaining cleanliness the Family Dining Room.

Bus Passes (BAT) (good for an entire day): Bus passes may be purchased at the Inn from staff. Passes are sold individually or a book of six may be purchased at a discount. (See Schedule for purchase times.)

Phone Calls: Phone messages will be taken by staff and distributed to residents during check-in. The phone may be used for outgoing calls upon request. Residents wishing to use the phone must sign up at the Front Desk in advance. Calls are limited to 15 minutes. Residents are not permitted to use the Front Desk landline phone.

Laundry: A resident's personal laundry may be done in the Laundry Room next to Room 101. Hours are listed on the Resident Schedule. Quarters (in exchange for dollar bills) are available at the Front Desk. Residents doing laundry may not leave the premises while their laundry is in the Resident Laundry Room. Loads must be moved and removed promptly. Residents may not hang out in the laundry room. Any laundry left in either the washer or dryer will be removed by staff and may result in a warning. Residents may request assistance with laundry quarters.

Proof of Residency: A letter of residency is available from staff after three days. Residents may use the Inn address for essential services only (Social Security, etc.) and not for magazine subscriptions and credit applications. Because the Inn's address is a business address, it is not possible to use a change-of-address form to alter the delivery of mail.

WARNINGS, SUSPENSIONS, AND INVOLUNTARY EXITS: The purpose of the warning and Involuntary exit system is to ensure that the Inn is a place of safety and accountability.

Warning: A resident who fails to follow the following rules and guidelines may be given a warning detailing the offense. A resident who receives three warnings for the same offense may be given an exit date.

Involuntary exits: A resident who fails to follow the following rules and guidelines may be Involuntary exited. Involuntary exited individuals may not return to the Inn under any circumstances and will be immediately trespassed. Involuntary exits are effective immediately.

RULES:

1. *Inn Property*

Damage to Inn Property:

Residents must respect Inn property. Any damages, whether intentional or otherwise, will be the responsibility of the resident and may result in disciplinary action.

2. *Appearance*

Hygiene:

All residents must maintain personal hygiene, including appropriate showering and grooming. The Inn has hygiene products at the front desk for resident use. Ask the Families Program Manager about donated clothing for men, women, and children. Diapers and wipes are also available, at request.

Clothing:

Residents must be appropriately attired at all times. It is not appropriate for any resident to wear a sleeveless undershirt as a t-shirt, sleeveless muscle shirts, or spaghetti-strap or revealing low-cut tops. Shorts must reach finger-tip length. No swim suits or pajamas may be worn outside a resident's room. Shirts must be worn at all times and may not be left open or unbuttoned to expose the torso. Clothing must not contain profanity or lewd or suggestive images.

3. *Communication and Behavior*

Language and Behavior:

Residents are to treat staff, outside agency workers, volunteers, and fellow residents with respect. Abusive language and aggressive behavior is prohibited.

The Inn will not tolerate abusive language, yelling, gossip, bullying, aggressive actions, or speech or actions that are racist, homophobic, and/or sexist or that in any way disparage an individual's race, sexual orientation, gender, or religious beliefs. Threats of harm or the causing of actual harm are prohibited. Residents must report any such instances immediately to staff. Staff may request a written statement.

Spitting is prohibited.

Communication with Singles Residents:

Families may not communicate with Singles residents and may not be in the Singles area for any reason.

Public Displays of Affection:

Public displays of affection among residents, such as hand-holding, kissing, hugging, etc., are prohibited.

4. *Tobacco, Alcohol, and Drugs*

Tobacco:

Tobacco use in a non-designated area is prohibited. Regular and e-cigarettes and chewing tobacco are permitted in the smoking area located in the families area by the picnic tables from 4 a.m. to lights-out. No cigarettes are to be rolled in resident rooms, or dining room; please use the smoking area for rolling cigarettes. Residents are responsible for using a container and disposing of the container when chewing tobacco. Tobacco use in a non-designated area will result in an exit date.

Drugs and Alcohol:

All residents must submit to random urinalysis and breathalyzer tests.

Use and/or possession of drugs and alcohol, including, without limitation, medical marijuana, both on- and off-site, is strictly prohibited while a resident. Arriving at the Inn while under the influence of drugs or alcohol will result in an exit date. Possession of either drugs or alcohol on site will result in an immediate Involuntary exit.

Drug paraphernalia (including needles, pipes, syringes, cooking devices, etc.) are not permitted. Violation will result in an immediate Involuntary exit.

Residents may not possess prescription drugs that they have not been prescribed.

Prescribed medications must be kept in the original container and out of reach of children.

5. *Resident Possessions and Belongings*

Personal Possessions:

The Bethlehem Inn is not responsible for any lost, missing or stolen property.

Personal possessions must fit into dressers and totes provided in each family unit. Personal possessions must be kept organized.

Storage of personal possessions not being used is prohibited. Any medications and valuables must be stored out of reach by children. Residents are not to store any items outside or on the first- or second-floor walkways.

Electronic Devices:

Electronic devices are permitted, subject to the following.

Electronic devices may be used only in resident rooms between wake-up and lights-out hours. As a courtesy to all residents, electronic devices, including cell phones, must be in "silent mode" from 9 p.m. until lights-out. At lights-out, all electronic devices must be turned off (cell phones may remain in silent mode, but no outgoing or incoming calls or texts may be answered during this time).

Electronics and dining room TV must be turned off during cleaning, meal times, and meeting times.

(Hacking activity or computer crime on Inn property will result in immediate Involuntary exit. Unauthorized use of Inn networks or equipment will result in immediate Involuntary exit.)

Weapons and Tools:

Weapons and tools of any kind must be turned over to staff during intake. If a tool is needed for work, it may be picked up from the Monitor before leaving for work and returned to the Monitor at check-in.

Pornography:

Pornographic or sexually-explicit material (electronic/video/print) is not permitted anywhere on Inn property.

Lending, Borrowing, Trading, or Sale of Belongings:

Residents may not lend, borrow, trade, or sell belongings or request the same, including, without limitation, over-the-counter medications, prescription drugs, tobacco products, and rides to, from, or with any other resident, staff member, volunteer, or donor.

6. *Resident Rooms*

Rooms:

Families will be assigned a private room with a bathroom.

Residents may not switch rooms or use totes that belong to a different room unless directed by staff. Residents are permitted to be in their own assigned room only and are not allowed to be in any other resident's room. Residents may not knock on another resident's door.

Mattress covers may not be removed. Residents must notify staff if assigned a bed without a cover or if the cover is damaged.

Beds and walkways must not be obstructed. Bunks are not to be shadowed or tented by any material.

Residents may not use windows to access rooms. If locked out, ask staff for assistance.

Fire Safety:

Fires or burning of any kind (candles, smoking, incense, oils, plug-in deodorizers, etc.) are not permitted in any room. Tampering with smoke detectors or unnecessarily discharging a fire extinguisher are prohibited. Fireworks or explosives may not be on the property at any time. Violation will result in an immediate Involuntary exit.

All residents must participate in random fire drills. In the event of an emergency, a foghorn sound will be heard, and all residents must proceed immediately to the Smoking Area.

7. *Food and Drinks*

Food and Drinks:

Family residents are permitted to keep a minimal amount of food in the shared refrigerator and on the labeled shelves in the Family Dining Room. No food or drinks (except water) are permitted in rooms. If found, these items will be confiscated. Dry goods not immediately consumable (*i.e.*, instant coffee) may be stored but not consumed in rooms. Personal food items may not be stored in the facility's kitchen or pantry, including in the refrigerators or freezers. Food and drinks may not be stored outside of rooms except in a vehicle.

8. *Resident Cleaning Responsibilities and Chores*

Cleaning and Chores:

Residents are to keep their rooms, beds, bathrooms and the common areas neat and orderly at all times.

Residents are responsible for changing bedding once per week on Tuesday. Residents must strip the bed (removing sheet and pillowcase) and exchange them, along with towels. Blankets may be exchanged once per month as set forth on the Resident Schedule.

All residents **MUST** participate in the daily chores posted in the family dining room. Staff will ensure compliance. (See Resident Schedule for general info).

EXITING THE INN:

Residents exiting the Inn must fill out an Exit Form (see Monitor on Duty). Key cards are to be returned before exiting the facility. All linens, blankets, pillows, and towels are to be taken to the laundry room.

The Inn will hold personal items left behind for **48 HOURS** only.

If a mail forwarding address is provided on the Exit Form, mail will be forwarded for two weeks. All mail received after this two-week period will be returned to sender. If no forwarding address is provided on the Exit Form, mail will be held for seven days. After seven days, mail will be returned to sender.

As noted above, change-of-address forms do not work for business addressed. Accordingly, it is the resident's responsibility to notify all businesses, agencies, and employers of an address change.

After exiting the Inn, Families are generally not granted a second admission into the Families First Program due to high demand and limited space.

GRIEVANCE REPORTS: Grievance reports are available from the Monitor on Duty.