

The Salvation Army

Center of Hope

204 Haywood Street, Asheville, NC 28802 828-253-4723

EMERGENCY LODGE HOUSE RULES

Welcome to the Salvation Army Center of Hope! The Salvation Army is a Christian organization. Its mission is, "to preach the gospel of Jesus Christ and to meet human needs in His name without discrimination." Our shelter is here to provide emergency housing to those in need. To enable us to serve you better and to meet the needs of all shelter guests, we ask you to help by carefully observing the following house rules. These rules have been developed to ensure a safe environment and to explain the process for group living. If needed, you may register any complaints to the shelter director or housing monitors.

All guests of The Salvation Army Emergency Shelter are required to follow these policies. Failure to follow these rules may result in immediate dismissal from the Shelter property. Any attempt to falsify or give inaccurate information will result in dismissal from the Shelter.

CONFIDENTIALITY

1. All residents have the right to confidentiality. Confidentiality is a very serious matter. Residents have the responsibility of keeping information about all other residents confidential. All staff and volunteers are also bound to keep confidentiality of residents as well as shelter functions. **Legal ramifications can be enforced if confidentiality is broken.** Photographs and videos can only be taken by The Salvation Army staff with the residents' written permission on a Salvation Army Consent to Publication form.
2. **Residents are not allowed to repeat information about one client to another. Period.**

PROGRAM RULES AND EXPECTATIONS FOR SHELTER GUESTS

1. **All residents must conform to local, state, and federal guidelines while on The Salvation Army premises.**
2. Check in is at 4:00pm, every day. Exceptions to this requirement will be made for work, church worship services and events, AA or NA meetings, or doctor appointments. You must bring back proof that you are attending one of the exceptions. It is up to residents to contact staff if they

16. All clients' information, including that they reside at the shelter, is private and confidential. Please be mindful of this and do not share any information about other residents.

DINING ROOM POLICIES

1. Dining Room Hours/Guidelines are:
 - All individuals are expected to sign up for a dinner plate ahead of time. Sign-up sheets will be provided by staff several days in advance. Please do not request a dinner plate from staff if you have not signed up for one. Extra lunch bags will be available to individuals who want to eat dinner who have not signed up for a plate.
 - Breakfast normally starts at 6:30am and ends at 7:00am. Coffee will be made at 5:30 for the individuals who leave early. However, because of social distancing, meal times will vary and be assigned by bed numbers.
 - Take a bag lunch at breakfast time if you are leaving for work (**must sign up day before**). Otherwise, you can normally eat in the dining room at 12:00pm. However, because of social distancing, meal times will vary and be assigned by bed numbers.
 - Dinner normally starts at 4:15pm and ends at 4:45pm. However, during social distancing, meal times will vary and be assigned by bed numbers.
 - Snack time is at 7:00 pm to 7:30 pm. Meals may be served at 7:00pm snack time for those who work late and have not received plate yet and have signed up. Again, this time may vary due to social distancing requirements.
 - Please help yourself to one drink at a time while eating. You are welcome to get another drink after you finish the first one.
2. Guests are expected to be on time for meals. You will be expected to keep your assigned time.
3. Food and drinks are not allowed in the dorms with the exception of water in a clear bottle. Families with babies are allowed bottles for their babies.
4. The Salvation Army will store items such as drinks, water, milk, and juice) in the cooler designated for residents use, leaving one side to allow for residents to neatly store 1 item each on the other side. (When cooler is available). The cooler has a marked area where you may store items. You are expected to throw old items out. Do not touch or use any other resident's belongings. All items must be labeled with name and date. All items in the cooler not labeled properly will be discarded immediately. The Salvation Army is not responsible for items stored in the cooler.
5. Each resident will be allowed to store dry items that will fit in their assigned space in the dining room snack shelf. Please only store in your area. Please do not take food from another resident's area. Do not over fill your area so that it interferes with the drawers opening and closing or interferes with others assigned area.
6. The Salvation Army is not responsible for any food items that are lost, stolen, or go missing.
7. NO one is allowed in the dining area between meal times without it being approved ahead of time. Individuals who are not here during meal time because they are at work will be allowed in the dining area outside of the assigned times. Please provide a work schedule to your case manager. Time in between meals are for cleaning and prepping of the kitchen/dining area.
8. Everyone is expected to clean after themselves in the dining area. Residents are responsible for taking out dining room trash and cleaning tables.

dorm. Men should only be in the family room/TV area to assist with childcare. Men should not be asleep in the family rooms only in their designated area downstairs.

6. You are authorized to be in the dorm area that you are assigned to at entry. You are not allowed in any other dorm room at any time. You may not enter any area marked staff only.
7. Do not sit, stand, or lay on any bed besides the one assigned specifically to you.
8. Smoking is not permitted anywhere inside the shelter or other unauthorized areas. No combustible substances are allowed in the shelter including lighters, matches, candles, and incense. No exceptions. Please turn all lighters and matches in to security. We will keep a box that stores your lighters in it. You will need to see security or the front desk to access your lighters.
9. Shelter guests who do smoke, must smoke only in the assigned area and at their assigned times. Times will be assigned by bed numbers. Smoking in the building or anywhere that is not the designated smoking area, can result in dismail. **Smoking in the smoking area is only for individuals deemed of legal age by local, state, federal law. Federal law prohibits anyone from buying cigarettes under the age of 21.**
10. Responsible cell phone use is expected. Please obtain earbuds to play music or watch movies.
11. To protect resident's identities, all visitation must be held off site. We encourage you to visit with your family, friends, and loved ones. Please see a case manager to verify your curfew times and/or to receive passes. Please see shelter director if you have concerns or questions. **Again, passes cannot be granted by other staff or by security.**

SHELTER POLICIES REGARDING VEHICLES

1. All cars must be parked in the side parking lot. The tag number and make of the car must be turned in when guests check in.
2. Any vehicle inoperable for seven (7) days left on Salvation Army property will be towed. You must make arrangements for the storage of your car elsewhere. No auto maintenance on premises. Please see the shelter director if you have any concerns or problems.
3. Sitting or hanging out near your car is not allowed, unless you are leaving the property.

PROPERTY

1. Theft of any property from a resident or Salvation Army property will not be tolerated and will result in immediate dismissal.
2. Defacing of or damage to any Salvation Army property will result in immediate dismissal.
3. The Salvation Army is not responsible for any loss or damage to personal property.
4. Guests are responsible for their property and personal property must be removed immediately when guests check out. Personal property left unattended on the premises longer than 48 hours after exit will be disposed of or donated immediately.

SHELTER SECURITY AND GUEST SAFETY

1. Salvation Army has the right to use cameras and surveillance cameras are in operation.
2. Do not open any doors in the building except for the main entrance and to the dorms you have been checked into. A security alarm may sound if you do.
3. Do not open the door for anyone. Staff or security will attend to that.