

10. **Food:** Food and beverages other than water may only be eaten in the first floor congregate areas. Children 0-4 are allowed to have select food items in their rooms with staff approval. No other food or beverages may be stored outside the designated areas. Clients may not order food to be delivered at SH. Outside food is allowed in Shelter House only after 7pm.
11. **Pets:** Pets are not allowed at Shelter House.
12. **Respect for Racial, Ethnic, and Cultural Diversity:** Clients who stay at SH identify with various cultures, races, ethnicities, religions, sexual orientations, political affiliations, genders, educational backgrounds, mental and physical abilities, ages, and worldviews. Everyone at SH is required to respect these differences and make a good faith effort to coexist peacefully regardless of differences. Discrimination based on these differences will not be tolerated. Offensive language such as racial slurs or other subtle displays of discrimination will not be tolerated. Report infractions to SH staff immediately. Infractions will result in eviction.
13. **Sexual harassment:** Unwelcomed sexual advances, requests for sexual favors, and any verbal or physical contact of a sexual nature which creates an intimidating, hostile, or offensive environment are prohibited. Report infractions to SH staff immediately. Infractions may result in eviction.
14. **Smoking:** At no time is smoking allowed anywhere in the house. Smoking will be permitted in the outside designated area only. Clients are not allowed to smoke between the hours of 9pm – 6am, with exceptions for two designated supervised smoke breaks.
15. **Telephone:** Local calls should be limited to 10 minutes. Long-distance calls are permitted with staff approval only.
16. **Mail:** Shelter House allows current residents to utilize the Shelter House mailing address during their stay. There is no mail delivery on weekends or holidays. To sign up for mail services see SH reception staff.
17. **Violence and Weapons:** Absolutely no weapons, violence, physical, verbal, or implied threats or harassment will be tolerated. Anyone instigating such behavior will be evicted.
18. **Fire and Storm Safety:** All SH clients must respond to SH staff directions regarding fire and storm safety.
 - A. **Fire Safety.** After being notified of a fire hazard either by SH staff or fire alarms, leave the building quickly using the nearest exit. Before passing through closed doors check for smoke and heat; do not attempt to pass through an area that is heavily smoke filled or on fire. If you are in a smoky room stay as close to the floor as possible and cover your mouth and nose with a moist cloth, if possible. Gather as directed by SH staff safely away from the fire, and do not leave the area until the SH staff can verify you have safely exited the building. Do not re-enter the facility until given permission by SH staff. Do not interfere with any emergency personnel, vehicles, or equipment. Give any relevant information to the SH staff.
 - B. **Storm Safety.** If you become aware of severe weather inform SH staff. Follow directions of SH staff, going to a specified area away from windows. Do not leave the area until given permission by SH staff.

Intervention and Referral to other Agencies: SH recognizes that mental health conditions or substance abuse problems may affect a client's ability to comply with the standards of behavior and conduct required for admission to and continued use of the SH facilities. Should the SH staff become aware that a client's mental health or substance abuse problem is affecting his/her ability to attain agreed upon goals and/or maintain acceptable behavior, SH will refer the client to an appropriate agency or institution for evaluation and, if appropriate, treatment. Upon completion of the evaluation and/or treatment or release from the agency, the client will be eligible to apply for readmission to SH. If: (1) the client completes an evaluation and treatment if recommended by a referral agency and (2) as long as the client remains compliant with the treating agency's recommendations, disciplinary action normally applied to a client may be waived by a Shelter Manager or the Executive Director of SH. Non-compliance with recommendations will subject the client to the disciplinary rules and policies normally applied.

SH Policies: House Rules are only one component of the policies and procedures that govern SH, and are not a full summary. The Executive Director of Shelter House reserves the right to revise, add, or discontinue any provisions, practices, or policies without advance notice. This handout does not constitute a contractual agreement or obligation of any kind between Shelter House and any past, present, or prospective client. **THE POLICIES, PROCEDURES, AND LANGUAGE USED IN THIS HANDOUT DO NOT CREATE A CONTRACT FOR SERVICES.** Compliance with House Rules and Policies is a condition of residing at Shelter House. Clients who fail to abide by the rules may be evicted. Public areas in the facility are canvassed by security cameras. Prior to receiving services from Shelter House, clients are required to affix their signature indicating that they have read, understood, and agreed to comply with these rules, and that any failure to comply may result in eviction from SH.