

The Road Home Dane County Shelter Expectations and Guidelines

The Road Home is a non-profit agency providing temporary shelter for homeless families. The purpose of our program is to assist families obtain stable housing. For this reason, and for the comfort and safety of our residents, guests, volunteers and staff the following guidelines have been established.

1. IHN Shelter/Day Center residents are expected to seek housing, employment, and/or financial assistance on a daily basis while staying in the network. Residents are also expected to attend scheduled appointments, such as but not limited to doctor appointments, W-2 appointments, and meetings with school personnel. Residents will check in daily with the case manager, Monday through Friday.
2. Parents are responsible for caring for and supervising their children at all times. Minors may not be left alone at the Day Center or host facilities at any time, but may be left with another adult guest, provided a babysitting contract has been signed. No physical punishment is allowed (this includes, but is not limited to, spanking, hitting, slapping, and shaking). Abuse or neglect of children will be reported to DCHS as required by law.
3. The Road Home staff, volunteers and residents will be treated with respect and courtesy. Personal attacks, foul language, stealing and fighting will not be tolerated. Violence or threat of violence is grounds for immediate termination from The Road Home.
4. For the safety of all shelter residents, The Road Home staff and volunteers, no weapons or items that may be used as weapons are permitted at any Network facility. The Road Home professional staff may perform inspections of Shelter residents' personal items if possession of a weapon is suspected.
5. Families will remain substance-free while participating in The Road Home. Possession or use of alcohol or other drugs is prohibited. The Road Home professional staff may perform inspections of Shelter residents' personal items if possession of alcohol or drugs is suspected. Further shelter use will be determined by the Executive Director.
6. All medications must be stored in locked medicine bags provided by The Road Home for the protection of children.
7. For the confidentiality of shelter residents, visitors are not permitted inside or outside at any Network facility. Visitors may only pick up or drop off residents outside of network buildings. You must wait downstairs or outside when expecting a ride.
8. Smoking is allowed only in the defined area outside The Road Home (in the main parking lot at the picnic table) and in defined smoking areas outside of other network buildings. Please ensure all butts and smoking materials are discarded of in the provided receptacles. Please do not prop any exterior door open.

9. Adults are responsible for cleaning the Day Center and the areas used at the host sites. Parents are expected to clean up after themselves and their children, tend to spills immediately (especially illness and toileting accidents) and assist with cleaning the Day Center before departing each day. Ask The Road Home staff for the needed cleaning supplies. Families may use the refrigerator both at the Day Center and at the congregation, but must put their names on the food they place in the refrigerator. Families will clean out the Day Center refrigerator weekly. Unlabeled food and spoiled food, labeled or not, will be discarded. Residents may not eat or drink outside of the kitchen and dining room areas at any of The Road Home congregations.
10. Everyone must wear a seat belt when riding in the van. The van will not move until all riders are wearing a seat belt. Families are responsible for keeping the van clean. This means that families can't eat or drink in the van and need to be picking up after themselves daily.
11. Residents are expected to be present and on time at the host facility by 6 PM each night for dinner, evening activities and overnight shelter unless excused by staff. Evening passes must be requested with at least 24 hours notice. Weekend overnight passes must be requested by 4:30 PM on the Thursday prior. Residents must be ready to leave the congregation and the Day Center when the van arrives at the scheduled times. The van leaves the day center at 5 PM every day, and departs the congregations in the morning by 7 AM Sunday-Friday. On Saturdays, the van will arrive by 9 AM to transport families.
12. All televisions, radios, and other noise-producing electronic devices must be used at a low volume throughout the evening. Residents are expected to be in their rooms at the overnight site by 10:00pm.
13. Residents should not use the The Road Home cell phone except in the case of an emergency. The emergency call should last no longer than 5 minutes. Incoming callers should be informed that residents may be reached at 294-9315 between 7:30 am and 5:00 pm each day.
14. The Road Home and the host facilities are not responsible for damaged, lost or stolen items. Each family is asked to limit their belongings to 3 bags per person in the family unit, and an additional 3 bags for the family as a whole.
15. Shelter residents have a right to Notification and Informed Consent. The professional conduct of each agent who is a social worker is regulated by Wisconsin Statutes and Administrative Code. Chapter SFC 20(10) of the Wisconsin Administrative Code prohibits a social worker from revealing information received from a client in the social worker's professional capacity except in certain situations. One situation is where the social worker notifies the client of the social worker's use and distribution of the information prior to the time the information is elicited from the client. A second situation is where the client gives the social worker informed consent to reveal such information. Each agent who is a social worker hereby gives to program participants notification that The Road Home and its agents may find it necessary or appropriate to disclose to law enforcement officials or emergency medical personnel, information received from or about resident or resident's children. Resident hereby gives informed consent for landlord and each such agent to so disclose information.

Consequences: Failure to follow program rules may result in termination from The Road Home. Violence, threats, substance use, child abandonment and other serious offenses could result in immediate termination. Other offenses will result in a written warning, and three such warnings will result in termination. All consequences are determined by the Executive Director.

Extensions: Residents who are following the rules, complying with case management, and making clear progress towards housing may request a 30-day extension. Shelter residents may be granted extensions for a total shelter stay of up to 90-days. Extensions are granted by the Executive Director.

Staff Grievance Procedure:

If a resident has a concern with The Road Home staff, the following grievance procedure should be used:

1. If the resident feels comfortable they may address the concern directly with the shelter case manager. If the concern is not addressed at this point the ensuing steps will occur.
2. Issue the concern in writing to The Road Home Executive Director. The Executive Director will discuss it with you and with the staff member involved.
3. If your concern is not resolved to your satisfaction, or if you have a concern about the Executive Director, you may put your concern in writing to the chair of The Road Home program committee. Any staff member will forward the letter to the chair of The Road Home program committee. The program committee will make a final decision about how the matter will be resolved.

Volunteer Grievance Procedure:

If a resident has a concern with a The Road Home volunteer, the following grievance procedure should be used:

1. If the resident feels comfortable they may address the concern directly with the volunteer manager. If the concern is not addressed at this point, the ensuing steps will occur.
2. The resident may ask the Volunteer Manager to issue the concern in writing to The Road Home Executive Director. The Executive Director will discuss it with you and with the volunteer involved.
3. If your concern is not resolved to your satisfaction you may put your concern in writing to the chair of The Road Home program committee. Any staff member will forward the letter to the chair of The Road Home program committee. The program committee will make a final decision about how the matter will be resolved.

I understand The Road Home guidelines and policies and agree to abide by them for the duration of my involvement in the program.

Resident Signature _____ Date _____

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