

Willand Road Warming Center Standard Operating Procedures

Procedure:	Warming Center Rules
Effective Date:	10/25/2024
Policy #	1

Warming Center Rules	
Purpose:	
warming Center Rules	● Each staff must initial the Warming Center Expectations and Responsibilities to show they have read and understand what we are asking of guests. A copy of the house rules will be made available upon request. ● Staff will review the rules with all guests upon admission. ● Guests are expected to sign, acknowledging their understanding of Warming Center rules. ● Staff must document in guest log that rules were reviewed and signed off on by guest. ● If a guest is absent from the warming Center for a period of 2 weeks (14 days) or longer, they must be given a refresher of the rules and sign again. ● Rules should be posted in multiple locations visible to guests beyond the Rules binder.
Authors:	Jake King, Warming Center Site Director– 10/2024

Willand Emergency Warming Center Rules:

For the safety and protection of everyone, there are basic Warming Center rules that everyone is expected to follow. We ask you to review them and sign off your acknowledgment of your understanding. Adherence to these rules is critical to your safety and the safety of other guests.

Transportation: For those in need of transportation, pick-up and drop-up will be provided, with one stop in each of the cities of Somersworth, Dover, and Rochester.

Admission to this warming Center: The Willand Warming Center at 30 Willand Drive is a low-barrier “wet” warming Center. This means that guests will not be turned away for being under the influence of substances. This does not mean that guests are allowed to have substances in their possession or use substances while in the warming Center. Guests must be 18 years of age or older, have no other access to housing or warming Center beds, and give basic intake information to be allowed entry.*

Item Check-in: All guests must check-in bags and winter jackets upon arrival. All guest items will go into an individual bin that no one, including staff, will have access to, until the guest is prepared to take their items and leave. If a guest needs access to their bin, prior to leaving, they must have a staff or assigned volunteer with them. Bins will be monitored and on-camera at all times to prevent theft.

Alcohol and/or other illegal drugs: (including, but not limited to “legal” or “synthetic” marijuana). During your stay in this facility it is expected that you will refrain from any use of these substances. Should you be found with substances in your possession, you will be immediately restricted from the Warming Center and surrounding property. Restriction takes effect at the end of the current warming Center activation cycle. Should you need support for a substance use disorder staff are prepared to assist you in accessing the appropriate resources. If guests are willing to access and attend a detox program, restrictions or suspensions to the warming Center will automatically be lifted – barring there are no further incidents. Guests will not be suspended for having drug-related items in their possession so long as they are in their bags that will be checked in, and can not be on their person. Staff are available to assist guests with proper disposal of needles and other items.

*Staff reserves the right to search guest belongings with guest oversight, if they have a legitimate safety concern - though searching of guest property is not standard procedure. If guests would rather receive a suspension than have their belongings searched, they may choose that option, however, the belongings in question must be taken with them off property.

Weapons: During your stay at the Warming Center we ask that any weapons be turned over to staff who will secure them in a box with your identifying information. The staff will give you a receipt for those items and lock them up until you leave the Warming Center. Weapons are not allowed to be kept at your cot or on your person.

Violent or abusive behavior or language: During your stay, it is expected that you will refrain from any such activity directed toward staff, volunteers, providers, or any other guest. There is no tolerance for aggressive, abusive, or hostile behavior – either verbal, physical or otherwise implied in any way. This behavior is grounds for removal and/or suspension from the Warming Center at the discretion of on-duty staff and/or the Warming Center manager.

Property: During your stay, you are expected to maintain the condition and cleanliness of your personal space as well as any of the shared spaces such as showers, bathrooms, laundry, and sitting areas. Staff will remind you of the standard cleaning procedures expected during your stay.

Off-limit Areas: Certain areas will be marked as off-limits to guests for safety purposes. These areas may only be accessed by Warming Center staff or guest service providers. Guests caught accessing or attempting to access these areas will be restricted.

Shared space/Seating area: The seating area is to be kept clean and free of personal items/trash at all times. Guests are expected to wipe their usage area down after meals and discard used cleaning supplies. There are puzzles, books, games, and art supplies that guests may use in this area only. Please be respectful of these items and clean them up when not in use.

Technology: During your stay you will have use of your personal phones, laptops, music devices, tablets, etc.... All electronic media devices including cell phones and MP3 players must be kept at a low volume and/or used with earphones during the day and be used exclusively with earphones after lights out.

Clothing: All guests should be appropriately dressed to include footwear / socks at all times, a top and lower half-covering must be worn. Appropriate footwear or clothing will be available as needed.

Personal Hygiene: During your stay we ask that you maintain your personal hygiene as it is critical to the safety of yourself and others. Please advise staff or a volunteer if you are wearing soiled clothing that must be cleaned.

Bunks and Cots: There are no assigned beds and you will be issued a bed by a staff member. There will be certain bunks or cots that will be used specifically for medical purposes at the discretion of the staff. Proof of a medical condition must be provided. Guests will be provided a sleeping bag that must be returned prior to leaving. Pillows and pillowcases will be provided when possible and also must be returned. At no time will two people be allowed in the same bunk or cot.

Food: Food will be provided. Guests are responsible for cleaning and sanitizing their area.

Garbage: During your stay you are expected to dispose of any trash in the trash receptacles provided in the main rooms. This includes all utensils and food-related items. No food or food-related items are to be disposed of in the bathroom. Trash bags will be collected and removed each shift - or more frequently - as needed by staff.

Medications: During your stay you are expected to manage your medication and keep them on your person at all times where only you have access to them. This includes any prescription and over-the-counter medications you are accustomed to taking. If you need support managing your medication, please let a staff member know and we will work to connect you with the appropriate medical resources.

Pets / animals: are NOT allowed on the premises unless certified, trained service animals. Only the site director or manager can determine the validity of a service animal.

Intimate relations: Guests are expected to refrain from any intimate relations while at the Warming Center during their stay.

Smoking: There is a designated outdoor area for smoking. Staff will escort you to the area and help you maintain it during allotted breaks. Cigarette butts must be placed in the receptacle provided. Smoking times end at quiet time each night.

Guests cannot burn any items in the Warming Center. Guests should be appropriately attired when outside smoking. Smoking in bathrooms or in the building will result in an immediate 1 day suspension for first offense, and longer periods of time for consecutive offenses.

Chores: Able-bodied guests may be expected to help with the community chore list.

Visitors: While utilizing the warming Center only visitors of a professional nature such as case managers, CAP, Municipal Welfare, etc shall be admitted with proper identification for purposes of conducting official business. Warming Center staff will be identifiable by red lanyards with badges and staff shirts.

Quiet Hours: Are observed nightly between the hours of 10 PM and 6 AM.

Curfew: The Warming Center will be open from 4 PM - 9 AM. The doors will remain locked at all times, with admission granted by the intake staff.

Leaving: No guest is allowed to stay at the 30 Willand property or surrounding area following the 9 AM closure time. Transportation will be provided to Somersworth, Dover, and Rochester in locations that will provide easier access to services. You can do so if you have other means to leave the property and the surrounding area.

By signing below, you acknowledge that you have been provided a copy, read, and understand the rules and agree to abide by them during your stay at the Willand Warming Center. You further acknowledge that any violation(s) of these will jeopardize your stay in the facility.

Guest: _____ Date: _____

Staff Witness Signature: _____ Date: _____

*See intake form, attached