



**Hospitality House of Northwest NC**  
Serving Watauga, Ashe, Avery, Wilkes, Alleghany, Mitchell and Yancey

## EMERGENCY SHELTER RESIDENT GUIDELINES

The mission of Hospitality House is to rebuild lives and strengthen community by providing a safe, nurturing, healthy environment in which individuals and families experiencing homelessness and poverty-related crises are equipped to become self-sufficient and productive. This document outlines services that are immediately available to you through our Emergency Shelter program. These guidelines are established to ensure the health and safety of all members of our community. Each resident is expected to meet with a service coordinator within 4 days of entry to provide homeless verification. Hospitality House is committed to respectful and professional working relationships with all clients.

Eligibility for the Emergency Shelter will be based on level of vulnerability and space availability with priority given to those from our service area (Alleghany, Ashe, Avery, Mitchell, Watauga, Wilkes, and Yancey Counties).

**Generally, there is a 90 day stay limit at the Emergency Shelter. Any stay beyond the limit must be approved by the Emergency Shelter Service Coordinator. In addition, there is a 90 day stay limit over the period of a year. Extensions may be granted depending on circumstances. This excludes winter shelter season.** Once you have been assigned a bed, you will have priority at check in as long as you check in and stay at the shelter each evening by 6:00 pm otherwise, the bed will be reassigned.

### SERVICES AVAILABLE:

- A. Emergency Shelter housing
- B. Daily meals including breakfast, lunch and evening meal
- C. Service Coordination including goal planning and other support
- D. Counseling and support groups
- E. Employment, education, and housing counseling
- F. Use of phone and computer
- G. Bathing and laundry facilities
- H. Use of mailing address

### HOUSE HOURS

Rooms Locked (Key Returned)

Check-in

Kitchen hours

House closes to non-residents

House Meeting in dining area

Lights out / Quiet time,

No TV, No cell phone use

8:00 am weekdays      9:00 am weekends

5:00 – 6:00 pm daily

6:30 – 8:30 am (Breakfast)

11:30 – 1:00 pm (Lunch)

5:30 – 6:30 pm (Dinner)

7:00 pm

7:00 pm

11:00 pm until 6:30 am

### Equal Housing Opportunity

Hospitality House does not discriminate in housing placement, services or accommodation on the basis of any protected characteristic, including: race, color, religion, sex, familial status, disability, age, gender, LGBTQIA (lesbian, gay, bisexual, transgender, queer/questioning, intersex or allies), status or marital status. All Hospitality House facilities are handicap accessible.

### POLICIES AND PROCEDURES:

- A. I understand that the Hospitality House will conduct a fugitive warrant and sex offender registry check and will cooperate with law enforcement when asked.
- B. I understand that I am encouraged to spend the daytime hours out working, seeking employment and housing, accessing needed services etc. Hospitality House is open all day for supportive services, activities and mealtimes.
- C. I understand that dorm hours are from 5:00 pm until 8:00 am weekdays and 9:00 am weekends. I am expected to be up and out of the dorm by 8:00 am weekdays and 9:00 am weekends unless prior staff approval has been obtained. Dorms are locked at 8:00 am weekdays and 9:00 am weekends and unlocked at 5:00 pm. I will make sure I have everything I need for the day, including any medications, before the rooms are locked as the rooms will not be unlocked on request.
- D. I understand that check-in is from 5:00 pm until 6:00 pm daily. I must check-in by 6:00 pm if I want to utilize my bed. Staff starts assigning vacant beds after 6:00 pm. Once I have checked into the House for the night I am expected to remain in the building or in the two designated smoking areas. Exceptions will be considered **ahead of time** and must be approved by a service coordinator in advance for education, employment schedule, AA/NA, religious meetings, and similar reasons ONLY. In case of an **emergency situation** that will prevent me from checking in by 6:00 pm, I understand I must notify staff **immediately** to explain my situation and that staff may approve a late check-in based on the emergency situation. There is a house meeting at 7:00 pm daily for roll call and announcements. The use of cellphones during the meeting will result in my having to check my phone in with staff until the next morning. If after signing in, I leave the property without staff approval, I will **need to meet with a service coordinator**.
- E. I understand that children (minors) must always sleep in the same room as a parent or guardian, and be supervised at all times (**Refer to Families with Children Guidelines**). Every effort will be made to keep family together.
- F. I understand that there is a phone for use by clients. I may receive calls at this number: (828) 262-1882. I will limit calls to **5 minutes** as others may need to use it as well. I will take messages for clients who are not available and post them on the bulletin board near the phone. I will respect the privacy of those using the telephone. The agency phone is not available for personal calls unless I am working on a goal related activity with my Service Coordinator.
- G. I understand that all residents of Hospitality House should assist in the smooth operation of the program. House responsibilities, daily cleaning and picking up after myself are expected. **It is my responsibility to complete a house responsibility daily and to get staff to sign off when I complete my house responsibility.** Remember, this is your home; please help us keep it clean.
- H. I understand that good hygiene is necessary as part of community living. **Soap, shampoo, body wash, washcloths and towels are available at the front desk.** Please help us conserve water and limit your shower time. Bed linen will be washed weekly based on the schedule for my room. Laundry facilities are available at the shelter for personal laundry. I will not dispose of any items in the toilet other than toilet paper to keep plumbing clear.
- I. I understand that Hospitality House is not responsible for my personal belongings and Hospitality House will donate personal items left in the dorms or common areas after **3 days of my exiting**. Lockers are provided and assigned by bed number.
- J. I understand that the Hospitality House staff has the right to search my room and locker, and any personal possessions on Hospitality House property.
- K. I understand that no provisions are made for food storage, except for WIC items. Food purchased by or donated to the shelter may not be labeled for individual consumption. **I am not to store any food or drink in my room.**
- L. I understand that the Hospitality House prohibits personal and/or romantic/sexual relations between employees/volunteers/interns, and residents and I will not engage in such a relationship.
- M. I understand that acceptance into a program or facility of Hospitality House does not give me any permission or rights on any other property maintained by or bordering Hospitality House property.

N. I may meet with a Service Coordinator to discuss what services are available.

O. I understand that I may be asked to meet with a service coordinator and/or may be asked to leave immediately for reasons including but not limited to the following:

1. If I am in possession of drug or alcohol while on Hospitality House properties.
2. Smoking in the building.
3. Tampering with any fire safety devices (alarm, sprinkler system or emergency exits) or removing any posted notices.
4. Using an emergency exit for a non-emergency and/or enter or exit the building through a window.
5. Participating in violent or disruptive behavior or any behavior including bullying behavior deemed detrimental to the well-being of other guests, staff, or the operation of the house.
6. Theft of any kind will not be tolerated and will be dealt with on a case by case base.
7. Entering another resident's room or entering an area not designated as Emergency Shelter
8. Destruction of property

I Understand that Hospitality House may verify my residency status with other helping organizations (i.e., probation/parole, food stamp/Medicaid workers, Social Security Disability workers, etc.) to collaborate supportive services.

I understand that when asked to leave, times are cumulative, and that a trespassing warrant may be taken out for failure to respect restriction periods as deemed necessary for the security and integrity of the Hospitality House, staff, volunteers and residents. I may only remove my belongings between the hours of 8am and 6pm.

We use a computerized Homeless Management Information System (HMIS) to collect and report on information about the clients we serve. We collect personal information directly from you for reasons that are discussed in the Privacy Policies. The NC HMIS system is compliant with the Health Insurance Portability and Accountability Act (HIPAA), and all Federal and State laws and codes. All Privacy procedures are designed to ensure that the broadest range of providers may participate in the project. All users issued access to the system must sign a User Agreement & Code of Ethics form. and agencies must sign a NC HMIS Participation Agreement. Taken together, these documents obligate participants to core privacy procedures. If agencies decide to share information, they must sign an agreement that defines their sharing and prevents re-release of information to unauthorized third parties (the Sharing QSOBAA). I also understand I can refuse.

I understand that this is a contract between the Hospitality House and me. I sign my name to it understanding that I will be expected to abide by its terms. I understand that the staff and other persons designated by the staff will be expected to take the prescribed actions if the terms of this contract are not observed. I agree to cooperate with providing needed verification of my homeless situation.

I have read (or been read), understand, and agree to follow all guidelines and posted schedules during my stay at the Hospitality House.

Resident's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Staff Signature: \_\_\_\_\_

Date: \_\_\_\_\_



**Hospitality House of Northwest NC**

Serving Watauga, Ashe, Avery, Wilkes, Alleghany, Mitchell and Yancey

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**NIGHT BY NIGHT SHELTER GUIDELINES**

1. Night by Night Shelter will be available once occupancy at the Emergency Shelter reaches 24.
2. Eligibility for will be based on homeless status and if you are from our service area (Alleghany, Ashe, Avery, Mitchell, Watauga, Wilkes and Yancey County). Those who are ineligible for services will be allowed to stay one night. Staff will attempt in helping make other emergency shelter arrangements.
3. Once an Emergency Shelter bed becomes available the individual who is most vulnerable will be offered the bed and can access services in the Emergency Shelter Program.
4. Night by Night Shelter residents will check-in between 5:30 pm and 6:00 pm. Intended for the safety of the residents, staff, and volunteers in our community, residents may be breathalyzed.
5. For the safety and wellbeing of the community threatening, violent, aggressive and bullying behavior will not be tolerated. For these behaviors and other behavior deemed detrimental to the wellbeing of the operation of the shelter, a resident may be asked to leave the property until a Service Coordinator is available to meet with them and follow all agreed upon recommendations.
6. Night by Night Shelter residents will be eligible for shelter, meals, showers and laundry (using outside laundry times). Additional supportive services may be available- please see a service coordinator.
7. Night by Night Shelter residents are expected to follow all Hospitality House Guidelines and to sign up for a daily house responsibility to assist in the smooth operation of the program.
8. Absolutely no weapons, alcohol or drugs are allowed on Hospitality House property.
9. Possession of alcohol or mood altering drugs (including prescription drugs not prescribed to you) on our property could result in being asked to leave the property.
10. Night by Night Shelter residents are only allowed in non-residents areas.
11. Failure to follow Hospitality House guidelines will result in meeting with a service coordinator to discuss further eligibility for services.
12. If you leave the Hospitality House property once you have checked in without staff approval, you will have to wait until the following day to sign in.
13. Night by Night Shelter cots will be set up at 9pm and only if programs and activities for the evening are done. Each resident will be issued only 1 mat.
14. All residents in Night by Night Shelter need to have their area ready for the day by 6:30 am.
15. If you have a medical need, please see a service coordinator.
16. Bedding: You will be provided with bedding for the evening. This bedding must be bagged up and placed in the storage closet to use again or returned to the laundry room if you are planning on exiting the shelter. Bedding will be stored in a bag and will be locked in storage during the day (6:30am-9pm).
17. Personal Belongings: Due to limited storage space Night by Night Shelter residents are responsible for their personal belongings and are limited to one hallway locker, assigned at intake. There are no provisions for additional storage for Night by Night Shelter residents.

My signature on this document is stating that a staff member from the Hospitality House has explained the guidelines for the Winter Shelter to me and that I understand them. By signing this document I am agreeing to follow the guidelines explained within it.

\_\_\_\_\_  
Resident Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Hospitality House Staff Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



### **Hospitality House of Northwest NC**

Serving Watauga, Ashe, Avery, Wilkes, Alleghany, Mitchell and Yancey

#### **Emergency Shelter Violence Against Women Policy Statement**

With the 2016 Reauthorization of the Violence Against Women Act (VAWA) of 2013, several key changes were enacted that effect rental assistance housing providers like Hospitality House of Northwest North Carolina. Most prominent is the ability for participants and affiliated household members to request a transfer to another rental unit if they are experiencing domestic violence, dating violence, stalking or sexual assault, and/or feel threatened that it will occur or continue as long as they stay in their current residence.

Hospitality House, in an effort to further protect the safety and welfare of all our participants, shall make every reasonable effort to honor these best practice protections for the participants of Emergency Shelter at our facility. The VAWA changes and NC 516 Written Standards, reaffirm protections for victims and affiliated individuals of domestic violence, dating violence, sexual assault, and stalking. The following resources are available in the area to assist victims.

#### **Safety and Security of Participants**

Immediately notify a shelter associate/staff of an incident to ensure your safety and create a safety plan. Call **911** in case of emergency. Each participant is urged to take all reasonable precautions to be safe.

For assistance with sexual assault, domestic violence, stalking or dating violence, contact the OASIS helpline or for an appointment: (828) 264-1532; office hours (8-5, M-F), Oasis, Inc., 225 Birch Street, Boone, N.C., 28607 or email: [outreach@oasisinc.org](mailto:outreach@oasisinc.org) Participants who are or have been victims of domestic violence are encouraged to contact: Oasis 24-hour crisis lines (below) for local assistance or the National Domestic Violence Hotline at 1-800-799-7233. For persons with hearing impairments, that national hotline is accessible by calling 1-800-787-3224 (TTY).

Victims of sexual assault may call the Rape, Abuse & Incest National Network's National Sexual Assault Hotline at 800-656-HOPE, or visit the online hotline at <https://ohl.rainn.org/online/>.

Participants who are or have been victims of stalking seeking help may visit the National Center for Victims of Crime's Stalking Resource Center at <https://victimsofcrime.org/our-programs/past-programs/stalking-resource-center/about-us>

#### **Locally, contact these Community Resources:**

- OASIS office (8-5, M-F): (828) 264-1532
- OASIS 24 hour Crisis Line in Watauga: (828) 262-5035
- OASIS 24 hour Crisis Line in Avery: (828) 504-0911
- OASIS Spanish Crisis Line: (828) 504-0800
- SAFE, Inc. 24 hour Crisis Line: (336) 838-SAFE (7233)

#### **Participants who have been victims of sexual assault may call:**

**Ashe County:** A.S.H.E. (A Safe Home for Everyone); Administrative Line: (336) 982-8851 or contact Crisis Line: (336) 246-5430; or online at [www.ashechildren.org](http://www.ashechildren.org)

**Watauga County:** OASIS, Inc., Administrative Line: (828) 264-1532 or the Crisis Line: (828) 262-5035  
Fax: (828) 264-1538; or online at: [www.oasisinc.org](http://www.oasisinc.org)

**Wilkes County:** SAFE, Inc., Office and SAFE Spot Child Advocacy Center; 1260 College Avenue, Wilkesboro, NC 28697; online at <http://www.safewilkes.org/> or call SAFE 24 hour helpline at (336) 838-7233.



**Hospitality House of Northwest NC**  
Serving Watauga, Ashe, Avery, Wilkes, Alleghany, Mitchell and Yancey

## **Weapons Policy**

### **Policy Statement:**

Every resident, staff member, volunteer or visitor should feel safe at all times while on any Hospitality House property. Therefore, possession of weapons or ammunition is inappropriate in a community living environment and considered a safety hazard. No weapon or ammunition shall be worn, displayed, concealed, used, or possessed on any Hospitality House property, Caldwell Community College property and the Hunger Coalition property. Weapons must be stored in the locked file room under the control of the Hospitality House of the Boone Area, Inc. Weapons will be returned upon immediate exit of Hospitality House properties; however staff may use discretion and have law enforcement present when returning weapons.

**Definitions of Weapons and Ammunition:** A weapon is defined as: an instrument of offensive or defensive combat, something to fight with, and is generally any device with a blade or with the capability of projecting a ball, pellet, arrow, bullet, missile, shell, disabling chemical sprays or other material. This shall include, but not be limited to, explosives, firearms, including BB or pellet guns, Taser guns, knives, bows, rockets, and slingshots. Ammunition is any material capable of being projected by a weapon and makes the weapon operational. Hospitality House staff may use discretion in determining what is a weapon at any time.

For possession of a weapon or ammunition, the person in possession of a weapon will be removed from all Hospitality House properties for a minimum of 30 days. If a weapon is used or discharged while on any Hospitality House property, Caldwell Community College property or the Hunger Coalition property the person discharging or using the weapon will be removed for a minimum of one (1) year from all Hospitality House properties and services. All persons who are a willing party to any weapon incident will be subject to the same consequence(s). Hospitality House Staff maintains the right to call law enforcement and pursue charges for any weapon found or used on Hospitality House, Caldwell Community College and Hunger Coalition properties. Victims of violence may pursue filing criminal charges.

### **Non-Violence Policy**

Every resident, staff member, volunteer or visitor should feel safe at all times while on any Hospitality House property. For the safety and wellbeing of the community, threatening, violent, aggressive and bullying behavior will not be tolerated. Violent and aggressive behavior is defined as making physical contact with another person against their will.

For these behaviors a resident may be asked to leave the property until a Service Coordinator is available to meet with them and follow all agreed upon recommendations.

---

Resident or client signature

---

Date

---

Staff signature

---

Date



**Hospitality House of Northwest NC**

Serving Watauga, Ashe, Avery, Wilkes, Alleghany, Mitchell and Yancey

## Hospitality House Resident Parking and Parking Lot Policy

Hospitality House has a shared parking agreement with the Hunger and Health Coalition/Former Caldwell Community College parking lot and building. This means you cannot loiter at the driveway entrance/loading dock area, at the top or bottom of the steps, on the steps, the grassy area next to the Hunger Coalition Parking lot or in the Hunger Coalition Parking lot, the Community Care Clinic parking lot and Club 12 parking lot except for the designated smoking areas.

Residents with vehicles can only park in Hospitality House parking spaces. This is the only authorized area for residents to park their vehicles unless they have a current handicap permit, in which case the resident may park their vehicle in front of Hospitality House.

It is critical that all residents with vehicles park their vehicles in the designated area. All residents with vehicles must register their vehicle with Hospitality House or it could be towed. Staff will be monitoring the parking lot between 8am and 8pm. Hanging out/loitering in the parking lot or at your vehicle is not allowed. Continued violation of this policy will result in you losing onsite parking privileges and will have to make arrangements to park your vehicle off site.

Name of Resident(s) with a vehicle:

\_\_\_\_\_

Make, Year and Color of vehicle:

\_\_\_\_\_ Tag # \_\_\_\_\_

I understand and agree to the terms for parking my vehicle while staying at Hospitality House and understand that failure to comply will result in my losing onsite parking privileges and could result in my vehicle being towed.

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Hospitality House Staff Printed

\_\_\_\_\_  
Staff's Signature

\_\_\_\_\_  
Date



**Hospitality House of Northwest NC**

Serving Watauga, Ashe, Avery, Wilkes, Alleghany, Mitchell and Yancey

### **Emergency Shelter: Substance Abuse Policy**

#### **Hospitality House Emergency Shelter Program is a recovery friendly program**

The Emergency Shelter Program incorporates a harm reduction approach in regards to recovery. Harm reduction aims at reducing negative consequences associated with substance use. Harm reduction recognizes that drug and alcohol addictions are a part of residents' lives and residents are encouraged to engage in non-judgmental communication regarding drug and alcohol use. Residents will be offered education on how to avoid risky behaviors and information on safer practices. Staff encourages participation in substance abuse services and are available to provide support for residents seeking such services. Substance abuse services are not a requirement of remaining in the program. However, behaviors associated with substance use, such as verbal or physical violence, disorderly conduct, or disruption of community environment, may lead to termination from the program.

- Residents must refrain from use of alcohol and illegal substances on Hospitality House property.
  - Hospitality House staff cooperates with law enforcement and possession and use of illegal substances on property may lead to police involvement.
  - A drug related conviction may make a resident ineligible for Section 8 for up to 5 years.
- Residents must respect the recovery efforts of those living at the Hospitality House and may not be disruptive while under the influence of any substances while on Hospitality House property.
  - Intended for the safety of the residents, staff, and volunteers in the Hospitality House community, residents may be breathalyzed.
- Illegal drug activity, such as buying, selling, and/or possession on Hospitality House property will not be tolerated and may result in dismissal from the program.
- Residents must keep staff updated on all current prescribed medication.

---

Resident Signature

---

Date

---

Hospitality House Staff Signature

---

Date





**Hospitality House of Northwest NC**  
Serving Watauga, Ashe, Avery, Wilkes, Alleghany, Mitchell and Yancey

## **FIRE SAFETY STATEMENT**

The Hospitality House Staff wants to insure that your stay at the shelter is safe. For your protection, the following fire safety guidelines and procedures are in place.

1. There is to be no smoking, burning of incense or candles or burning of any other materials inside the shelter at any time. **Smoking or burning anything inside the facility will result in an immediate ban from shelter services.** Smoking is only allowed in the two designated areas outside the building.
2. All extension cords, multi-plugs, and non-approved power strips are prohibited inside the facility and will be confiscated.
3. Do not disconnect or remove a battery from a smoke detector or disengage the fire alarm system. **Violation of this guideline will result in an immediate ban from shelter services.**
4. **Tampering with sprinkler heads will result in an immediate 30 day ban from shelter services.**
5. Illuminated exit signs and backup lighting are installed in the shelter for easy identification of exits.
6. All exit doors must be free of obstructions at all times.
7. If the fire alarm sounds, everyone in the building should evacuate the shelter immediately by following the emergency exit plan and go to the Front Parking Lot. All sidewalks lead to the front of the building. You should remain outside until the Boone Fire Department has responded and has stated it is safe for people to return to the shelter.
8. Fire escape routes are posted; please follow your closest exit route.
9. All fire exits and windows will sound an alarm when opened. **Any individual that uses an emergency exit (window or door) for non-fire related purposes will be immediately banned from shelter services for 30 days.**
10. I have been made aware of the fire safety guidelines and I am familiar with the escape plan in the event of fire.

---

Resident Signature

---

Date

---

Staff Signature

---

Date