

# Good Samaritan Haven Operation Policy

## **POLICY #1**

### **TITLE: Alcohol and Substance Abuse**

#### **INTRODUCTION**

If a person comes to the shelter intoxicated or under the influence of drugs, volunteers or staff may use this policy to evaluate the condition of that person and enforce the house rules.

#### **POLICY**

It is the policy of Good Samaritan Haven that no person under the influence of alcohol or drugs will be allowed at the Haven. A guest already residing at the shelter that is under the influence of alcohol or drugs will forfeit that night's occupancy.

#### **PROCEDURE**

If a person appears to be under the influence of alcohol or drugs, then the volunteer or staff member follows these steps:

1. Take the person aside privately and restate the rules that a person who has been consuming alcohol or taking drugs will forfeit that night's shelter.
2. Tell the person he/she will have to leave the premises but will be re-admitted the next day if he/she has not been consuming alcohol or taking drugs.
3. Grant him/her a limited period of time to get his/her gear together to leave.
4. Tell the person that he/she has the option to prove innocence by taking a breathalyzer test administered by the Barre City Police Department.
5. If a person becomes belligerent or out of control, lock the office door and call the Barre Police at 476-6613. In case of emergency, call 911.
6. When a person leaves the shelter due to enforcement of this policy, the volunteer or staff member alerts the Barre City Police Department (phone: 476-6613) of the situation.
- 7. Violations of any rules are to be recorded in the log book.**

ADOPTED: December 11, 2000

REVIEWED: April 19, 2010

# Good Samaritan Haven Operations Policy

## **POLICY #2**

### **TITLE: Child Safety and Behavior**

#### **INTRODUCTION**

The Good Samaritan Haven welcomes families with children. It is very important that parents or legal guardians understand the risks of residing in a shelter and their responsibility for attending to safety issues and specific rules for children.

#### **POLICY**

It is the policy of the Good Samaritan Haven (GSH) that parents or legal guardians take full responsibility for the safety and welfare of their children. Staff or volunteers will inform parents and legal guardians of the risks and rules pertaining specifically to children. The GSH will hold the parents or guardians accountable for the behavior and care of their children.

#### **PROCEDURE**

During the intake process, the volunteers or staff member will inform parents or legal guardians of their responsibilities. These responsibilities include:

1. Parents or legal guardians must be in the same room as their children at all times.
2. Children are not allowed in the bedroom of another guest.
3. Children under 12 are to go to bed by 9 PM
4. The entire family of children whose behavior is continually out of control may be asked to leave. Before this action, the volunteer or staff member will make a concerted effort to contact the Operation Manager or Director.
5. Minors may not smoke on the premises.
- 6. Violations of any rules are to be recorded in the log book.**

ADOPTED: December 11, 2000

REVIEWED: April 19, 2010

# **Good Samaritan Haven Operations Policy**

## **POLICY #3**

### **TITLE: CONFIDENTIALITY**

#### **INTRODUCTION**

The Good Samaritan Haven recognizes its responsibility to protect and respect personal information of its guests. The purpose of this policy is to provide guidelines to ensure proper handling of confidential information.

#### **POLICY**

The Good Samaritan Haven (GSH) considers all information regarding guests to be confidential. Employees, volunteers, and Board members have a responsibility to ensure all information collected or otherwise learned about guests to be confidential. The GSH will not release any information regarding guests, services it provides to specific guests, or the individual circumstances of any guest, to any outside agency or persons without the permission from the guest, unless required by law.

The Director or Operation Manager is the designated, official spokesperson for the GSH.

All employees, volunteers, and Board Members will receive orientation regarding Confidentiality before starting employment or providing volunteer services.

All on-site volunteer, staff and Board Members are required to read and sign the Confidentiality Agreement. Violation of the provisions of this agreement may result in disciplinary action, including discharge from employment or volunteering.

#### **PROCEDURE**

Confidential information includes ALL information about the guest.  
Employees and volunteers will ensure that:

1. Interactions between employees, volunteers and guests take place in private.
2. Records, logs and other sources of information will be kept secure. Access to intakes and logs will not be allowed except as required by the mission and operation of the GSH and then only to authorized persons. Authorized persons include the Director, Operation Manager, and the volunteer on duty or any persons whom the Director or Operation Manager grants authority. Exceptions are only with permission of the Director or Operations Manager.
3. Acknowledgement of names or other information concerning guests is not authorized unless permission is obtained from the guest. Information is to be released only as it proves necessary or request services by a guest or as required by law.

4. The GSH cooperates with all law enforcement officials, but the Daily Log is confidential and is not to be made available to anyone other than staff or volunteers without a warrant. Should information be provided, it must be guest specific and narrow in scope. In questionable situations, the Director or Operations Manager must be consulted.
5. Volunteers or staff will not discuss confidential information concerning a guest with another guest, visitor or other persons.
6. Volunteers will contact the Director or Operations Manager whenever there is a question about releasing guest information to outside authorities, such as agencies or other shelters.
- 7. Violations of any rules are to be recorded in the log book.**

ADOPTED: December 11, 2000

REVIEWED: April 19, 2010

# **Good Samaritan Haven Operations Policy**

## **POLICY #4**

### **TITLE: COUPLES**

#### **INTRODUCTION**

Guests at the Good Samaritan Haven may include married or unmarried couples. This policy provides guidance concerning their housing.

#### **POLICY**

It is the policy of the Good Samaritan Haven (GSH) that unmarried couples shall use the respective male/female dorms. Married couples may use the family room when available.

#### **PROCEDURE**

Volunteers will need to exercise discernment in determining whether or not a couple is actually married. A volunteer may ask for proof of marriage or question a guest respectfully. If the volunteer remains in doubt, he/she may assign beds in the respective male/female dorms. An entry is to be made in the log so that the Operations Manager or Director will be informed

**Violations of any rules are to be recorded in the log book.**

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## **Good Samaritan Haven Operation Policy**

### **POLICY #5**

#### **TITLE: CRISIS INTERVENTION**

#### **INTRODUCTION**

Crisis intervention may be required when out-of-control behavior of a guest threatens damage to themselves, others or property.

#### **POLICY**

It is the policy of the Good Samaritan Haven (GSH) that volunteers and staff should not put themselves in a dangerous situation. Physical contact should be avoided during a crisis.

#### **PROCEDURE**

The volunteer or staff member follows these steps:

1. If behavior is threatening or violent, call 911. Do not make any attempt to interact with a guest exhibiting violent behavior.
2. Speak to the guest in a calm voice. Ask the guest to calm down. Never raise your voice or threaten the guest.
3. If possible, separate the guest from other guests.
4. Encourage the guest to contact Washington County Mental Health at 229-0591 or the volunteer or staff member may place a call him/herself.
5. If a suicidal or threatening guest leaves the premises, call 911 immediately.
- 6. Violations of any rules are to be recoded in the log book**

ADOPTED: December 11, 2000

REVIEWED: April 19, 2010

# Good Samaritan Haven Operations Policy

## **POLICY #6**

### **TITLE: DURATION OF STAY**

#### **INTRODUCTION**

The Good Samaritan Haven is an emergency shelter. It is designed to provide food and shelter for individuals and families in times of crisis and to assist guests in finding alternative housing as quickly as possible.

#### **POLICY**

It is the policy of the Good Samaritan Haven (GSH) to assist a prospective guest as soon as possible. The Operations Manager determines if the prospective guest needs either crisis or non- crisis shelter.

##### **1. Crisis Shelter**

Individuals needing crisis shelter will be able to stay three days. Guests who stay longer than three days will be at the discretion of the Director or Operations Manager. The Operations Manager will review these cases approximately every three days to determine the appropriateness of a continued stay.

##### **2. Non -Crisis Shelter**

Individuals who are seeking permanent housing in the area may be considered a non-crises guest. The Director and Operations Manager will confer whenever necessary. The Director will make the final decision concerning the length of stay. After the initial interview, the Operations Manager and guest will establish a housing plan including goals, activities, and time frames. Progress toward these goals will be assessed twice weekly. Decisions for continued shelter will be based on positive progress toward the housing plan. All stays are subject to adherence to rules and availability of space.

##### **3. Violations of any rules are recorded in the log book.**

ADOPTED: December 11, 2000

REVIEWED: April 19, 2010

## **Good Samaritan Haven Operation Policy**

### **POLICY #7**

#### **TITLE: HOUSE RULES**

##### **House Rules**

The Good Samaritan Haven (GSH) Rules are for the purpose of insuring that orderly and continued operation of the shelter. A guest's stay is dependent upon the observance of these rules. Guests and volunteers are to treat each other with courtesy and respect. No threatened or actual abuse of any kind will be tolerated.

1. GSH is an emergency shelter. Current guests must check in before 9:00pm each evening to be admitted. Once admitted, guest may not leave the premises without prior permission from the staff or volunteer.
2. Each guest is required to take a shower. Showers are to be taken anytime after the GSH opens in the evening until 11:00pm and from 5:00am to 6:00am. No showers are permitted after 6:00am.
3. Guests are not permitted to have weapons, alcohol, unauthorized drugs, or pets on the premises.
4. Each guest is responsible for his/her own medications.
5. Smoking is not permitted on GSH property.
6. Guests may not use the kitchen or take food from the refrigerator without permission of the volunteer. Guests may not cook without making arrangements with the staff.
7. Guests are expected to help with dinner preparations, cleaning and maintenance. Each guest must clean his/her own area and make their bed daily.
8. Guests may have visitors between opening and 9:00pm only with the permission of the volunteer or staff. Visitors must be over 18 unless accompanied by parent or guardian.
9. Guests must be in their rooms by 11:00pm with lights out and must not disturb the sleep of others during sleeping hours.
10. GSH assumes no liability or responsibility for personal items. Items left behind will be disposed of after one week.
11. Guests seeking housing must meet with the Operations Manager within three days of arrival to set personal goals as terms for continued stay at the Shelter.
12. Guests must depart by 7:00am and may not return to the premises until 15 minutes before opening.

**RULES REGARDING MINORS AT THE HAVEN:**

1. Guests 17 years and younger unaccompanied by parent or legal guardian are not allowed shelter at the haven.
2. Parents are responsible for supervising their children closely and are to be aware of their children's whereabouts at all times.
3. Children under 12 must be in bed by 9:00pm
4. No minor may smoke on Haven property.
5. **Violations of any rules are to be recorded in the log book.**

ADOPTED: December 11, 2010

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## **Good Samaritan Haven Operations Policy**

### **POLICY #8**

#### **TITLE: MEDICATIONS**

#### **INTRODUCTION**

The Good Samaritan Haven (GSH) recognizes that many of the guests enter the Shelter with medications prescribed by their doctors. This policy will provide clear guidelines to protect volunteers and GSH from liability and also to enhance security regarding the use of medications.

#### **POLICY**

It is the policy of the Good Samaritan Haven that volunteers will not hold, administer, or supervise any medications or prescriptions belonging to guests. GSH does not keep any kind of medication on the premises for guests use.

#### **PROCEDURE**

1. During the intake process, volunteers will learn whether or not a guest is taking any prescribed medications. At this time, the volunteer should advise the guest of this policy and also about the need for the guest to safeguard his/her medications and belongings.
  
- 2. Violations of any rule are to be recorded in the log book**

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# Good Samaritan Haven Operations Policy

## Policy # 9

### Title: MINORS

#### Introduction:

Minors (Persons under the age of 18) unaccompanied by a parent or legal guardian occasionally seek shelter at the Good Samaritan Haven. There are legal and liability issues surrounding providing shelter to minors.

#### Policy

It is the policy of the Good Samaritan Haven not to provide overnight shelter to minors unless accompanied by a parent or legal guardian. The staff or volunteer will take reasonable steps to verify the age of the individual.

#### Procedure

1. If the given age is questionable based on the persons appearance, the Director or Operations Manager shall make reasonable efforts to verify the age from other sources. If it is not possible to verify the age and the Director or Operations Manager believes the person to be a minor, the individual shall be referred to the Agency of Human Services, Washington County Youth Service Bureau or other appropriate agency and shall not be served by GSH.
2. If a volunteer is faced with this situation, he/she shall consult with the Director or Operations Manager, if possible. If the volunteer feels strongly that the individual is a minor, the individual shall be referred to the Agency of Human Services, Washington County Youth Service Bureau or other appropriate agency. If the situation is marginal and reasonable efforts have been made to ascertain the individuals age and given the time and circumstances, the individual may be accepted as a guest. Appropriate notation will be made in the Daily Log. The Director or Operations Manager will pursue the matter on the next business day. Minors requiring housing shall be referred to the Agency of Human Services, Washington County Youth Service Bureau or other appropriate agency.
3. **Violations of any rules are to be recorded in the log book.**

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REVIEWED: April 19, 2010

## **Good Samaritan Haven Operation Policy**

### **POLICY #10**

#### **TITLE: PROBATION AND PAROLE**

#### **INTRODUCTION**

At times, the Good Samaritan Haven (GSH) will be used to provide emergency shelter to persons under the supervision of the Department of Corrections.

#### **POLICY**

It is the policy of the Good Samaritan Haven that no person under house arrest or furlough or with a history of sexual assault or sexual crimes against another person will be admitted.

#### **PROCEDURE**

Volunteers will not admit persons who are under the supervision of the Department of Corrections without permission from the Director or Operations Manager.

The Director or Operations Manager will not admit any person under probation and parole without personally following the steps below and obtaining the indicated information:

1. Contact the Probation and Parole officer
  - a. To determine the conditions of parole or probation;
  - b. To determine relevant background history;
  - c. To inform the Probation and Parole officer of the homeless condition of the guest.
2. Only after step 1 has been completed will the Director or Operations Manager make a decision regarding emergency shelter.
3. All pertinent information is to be recorded on the intake form.
4. In the Event of a violation of the rules, the Director or Operations Manager is to be contacted. The Director or Operations Manager will, in turn, contact probation and parole; and the guest will be evicted or turned over to the personal care of the Department of Corrections.
5. **Violations of any rules are to be recorded in the log book.**

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Reviewed: April 19, 2010

# Good Samaritan Haven Operations Policy

## **POLICY #11**

### **TITLE: UNIVERSAL PRECAUTIONS**

#### **INTRODUCTION**

The Board of Directors of the Good Samaritan Haven recognizes the Haven is a workplace environment where exposure to blood borne pathogens is possible. This means that there exists a risk that staff, overnight volunteers, or guests may encounter situations where they would be in direct contact with persons who currently have an illness which is transmitted through certain body fluids.

None of these illnesses can be transmitted by touching or working around people who carry the disease.

We are referring only to the possibility that a guest may become injured or ill in such a way that blood or other bodily fluids could present.

#### **POLICY**

The Haven provides training to overnight volunteers regarding the appropriate use of Universal Precautions. This training will be given by highly skilled, licensed professionals. It consists of simple, everyday techniques of basic hygiene to be practiced while performing daily tasks at the Haven.

Staff members will receive additional specific orientation and training related not only to basic hygiene but also to exposure control while carrying out their daily housekeeping tasks.

A first aid kit is located in the office.

#### **PROCEDURE**

1. Overnight volunteers will be expected to attend training on Universal Precautions which include basic hygiene and general information on blood borne diseases.
2. Staff members are required to receive training on Universal Precautions, including basic hygiene, general information on blood borne diseases, and exposure control.
3. **Violations of any rules are to be recorded in the log book**

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REVIEWED: April 19, 2010

# **Good Samaritan Haven Operation Policy**

## **POLICY #12**

### **TITLE: USE OF THE OFFICE**

#### **INTRODUCTION**

The office of the Good Samaritan Haven is for conducting business. Confidential information and records are kept there. Confidentiality and security requires restricted use of this space and appropriate care to safeguard information.

#### **POLICY**

It is the policy of the Good Samaritan Haven that the use of the office be restricted to volunteers and staff only. The computer is restricted to Haven business. A guest may enter the office under supervision for the following reasons:

1. Intake
2. Conversations between guest, volunteer and/or staff
3. Restricted use of telephone

#### **SECURITY**

The office is to be locked every evening at 11:00 pm. During the hours of use, the office door should be closed when not being used.

#### **TELEPHONES**

Guests may request to use the telephone for brief calls. The volunteer should monitor the duration of such calls. Guests may make long distance calls to immediate family or concerning employment opportunities are allowed. Long distance calls are dialed by the volunteer and recorded in the number called is recorded in the daily log for reference.

Guests are not allowed to use the phone in the volunteer's room. The volunteer's room should be locked during the evening.

Volunteers are not to inform anyone of the presence of any guest without the guest's permission. Messages may be taken on incoming phone calls without acknowledging the presence of the person. (See Policy 3, Confidentiality)

- 1. Violations of any rules are to be recorded in the log book.**

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