

SW Shelter Best Practices- Rules

Use the term Community Expectations rather than Rules.

Rules should promote safety. Rules should not be based on specific incidents.

Rules should not try to change or control people or their behaviors because people are adults and the job of shelters is to keep them safe.

Using a Trauma Informed Approach

Increase Safety, Trust and Choice

Retooling the Rule: DO Promote Safety

- Focus on respect in behavior, not punishment for actions
- Use a trauma-informed approach
- Use restrictions and bans sparingly and always connect people to alternative resources as best as possible.
- Know your own values and beliefs; but not impose those on others.
- Accept people without judgment.
- Treat guest's belongings respectfully.
- Encourage access to basic needs, like hygiene with dignity
- Reinforce the strengths of each person.
- Talk about housing and community integration
- Be transparent in how decisions are made with guests, not about them.
- Circulate frequently throughout the shelter and actively engage with guests to encourage housing and promote hope.
- Be sensitive to the power of your position.

Are the shelter promoting Safety or seeking to Change or Control Behavior?

Using this lens...Look at changing rules pertaining to

- Sobriety
- Searching Belongings
- Criminal History
- Weapons
- Curfews
- Chores
- Case Management
- Permanent Bans
- Using a Trauma Informed Approach
- Increase Safety, Trust and Choice

Shelter Guidelines

Guests are expected to be:

RESPECTFUL

- Quiet voices and low-lights in your beds after 9PM
- Use respectful/Child-friendly language
- Eat and Drink in the Common Rooms

RESPONSIBLE

- Report damage, leaks or building issues ASAP
- Keep shelter areas clean
- Set-up and take down your mats

SAFE

- Parents Eyes on Kids at all Time
- Weapon Free Zone (Provide options)