

Rules and Regulations

1. We are not responsible for personal belongings and any belongings left abandoned at the shelter will be discarded after seven (7) days. There is a 2 bag limit. Only 2 bags will be stored after discharge. No bikes and/or bike parts are permitted in the building.
2. All prescription medication is to be recorded and turned over to staff at the time of admittance. Upon discharge, all medications will be held for seven (7) days, after which time it will be returned to the pharmacy for disposal.
3. We reserve the right to do room inspections or restrict entry to the building at any time (in accordance with a signed policy)
4. You must not possess drugs or alcohol
5. There is a seasonal curfew for all participants (not permitted to re-enter the building when a curfew is clearly posted)
6. All weapons must be surrendered to the front desk shelter staff when you enter the building
7. Proper hygiene is expected, and rooms must be kept clean and tidy
8. Smoking is only permitted outside 15 feet from the building
9. You must be considerate of all others in the building including staff
10. No appliances besides a small TV are permitted in private rooms.
11. Three meals a day are provided for Transitional participants, breakfast is provided for Emergency participants. We do not accommodate special diets.
12. Only visitors with professional designation are permitted in rooms
13. Nothing is to be posted up on the walls.
14. Any form of discrimination or harassment will not be tolerated
15. Fire doors are not to be used, except during emergencies.
16. Tampering with fire alarms or smoke detectors is a criminal offence.
17. Participants must pay for any damage caused to the building or property
18. Drug use on property or inside building will result in discharge from shelter



The Salvation Army Centre of Hope



PARTICIPANT HANDBOOK

180 Henry Avenue
Winnipeg, Manitoba
204-986-9400

Welcome to Our Community

Welcome to our shelter. We hope your stay here will be safe, healthy, and a time of great personal growth. Please use this opportunity to build a healthy foundation for your life and to make progress on your goals.

Mission Statement

The Salvation Army, Centre of Hope exists to share the love of Christ, meet human needs and be a transforming influence in the communities of our world.

There are four core values of our faith: *Hope, Service, Dignity, Stewardship*

Shelter Information & Guidelines

LENGTH OF STAY: The **Emergency Shelter** provides services up to 3 months. For the Transitional Shelter each participant's length of stay is unique to their situation. Your stay is dependent on being approved by a caseworker. You must meet with a caseworker to secure your planned stay length and be actively working on a plan to move forward. The **Transitional Shelter** can provide space for participants up to 18 months at a time.

SPIRITUAL CARE SERVICES: The spiritual support team offer spiritual support and encouragement to all participants regardless of race, sexual orientation, gender, creed, and ethnic or economic status. **The HOPE CAFÉ** is open at various times through the week, Sunday Evenings, and offers various opportunities for community involvement.

MAIL: Check regularly with front desk staff if you have any mail or telephone messages that have been left for you.

CLIENT CONCERNS PROCEDURE: If you wish to bring forward a concern about a staff or another participant or a situation that arises, feel free to talk to your caseworker to try to resolve the issue. If your concern is about your caseworker or another member of staff, complete a "Complaint Form" and give it to the Shelter Supervisor or submit it to the front desk.

FIRE ESCAPE ROUTES: Throughout the building, fire escape doors indicate the relevant escape routes. In the event of an emergency situation which necessitates the evacuation of the building. Once an alarm goes off, all participants must evacuate the building.

HEALTH AND SAFETY: Should you or another client be experiencing a medical emergency please alert a staff who can contact paramedics.

HYGIENE ITEMS: These can be found at the front desk. Availability of items is based on donations and is subject to change.

Case Management

All participants are assigned a primary caseworker and it is the participants responsibility (prior to book out day) to connect with them. Your caseworker will assist you in developing a plan to reach your goals. Your case worker will help you reach these goals by providing information and referrals to additional resources. As well, your case worker can advocate on your behalf and address any challenges you may be facing. Upon intake You will need to meet a caseworker within your first week at the Shelter. Caseworker's will inform you of ongoing casework meetings, and help You set goals during your stay at the Salvation Army, Centre of Hope.

Participant Rights

- to be treated with fairness, respect, and dignity
- to personal safety and security; free from abuse, violence, discrimination and sexual or general harassment
- to participate freely in community and fellowship
- to a clean and sanitary living environment
- to submit grievances and concerns and to appeal any decisions made.
- to privacy of my personal information
- to privacy within my personal living space
- to participate in assessments and planning
- to refuse service or to express fears and concerns without the fear of interference, coercion, discrimination, or reprisals.

Participant Responsibilities

- treating others with fairness, respect and dignity
- abiding by Winnipeg Centre of Hope rules and regulations
- keeping my personal living space clean and tidy, limiting personal items to two large garbage bags worth of belongings.
- maintaining the security of my personal belongings and to use them in a way that is safe and respectful to others.
- the security and proper use of any equipment or items provided as part of my personal living space (i.e. key, shelter facilities.)
- for reporting any suspected or observed unsafe or inappropriate situations, or breaches of Winnipeg Centre of Hope rules and regulations.
- for reporting any damage to the building or property, & repairs needed in my living space.
- for being a good neighbour to those inside & outside the Winnipeg Centre of Hope community.
- Meeting with a case worker and working towards manageable goals for discharge.

Shelter Schedule and General Information

Emergency Shelter

30 dorm beds & 15 Shelter Mat's
Bed & Breakfast, cable TV provided, laundry.

Transitional Shelter

105 Private Rooms for Male identified participants.
70 Private Rooms for Female identified participants.
13 Shared-Rooms with Kitchen

Emergency Weather

During Extreme Weather we offer extra bed spaces for community safety, cooling and warming stations for everyone.

We follow a behavioral model for harm reduction when re-bookings, with Housing First principles.

Mealtimes

Breakfast: 7:15 a.m. – 8:15 a.m.

Lunch: 11:45 a.m. – 12:45 p.m.

Supper: 4:30 p.m. – 5:30 p.m.

Medication Times

9:30 a.m. – 10:30 p.m.

5:30 p.m. – 6:30 p.m.

Case Work Appointments

Talk to the front desk to book time to talk with a Caseworker.

Laundry: Can be between 6 a.m. and 11 p.m. (Laundry soap is provided at the front desk)

Shelter Referrals are directed to the Residential Services Supervisor

