

# The Snowflake Trust

Operating the Snowflake Night Shelter

## GUEST AGREEMENT

We hope that you will have a peaceful and restful night at the Snowflake Night Shelter.

You are our *Guests*, and we are here to assist you. We commit ourselves to providing hospitality to you, which includes soup and sandwiches as an evening meal, activities and engagement with our Volunteers (optional), a warm bed for the night, and breakfast the following morning. If there is anything we can do to make your stay more comfortable, please ask the Venue Coordinator/Shift Leader and they will try their best to help.

**PLEASE TRY TO ARRIVE AT THE SHELTER AT 7:00pm. If you do not arrive by 8pm, and you have not told us beforehand that you will be late and the reason for that lateness, your place may be allocated to another Guest on the waiting list.**

Each morning a light breakfast will be served from about 07:00am and *Guests* are asked to leave by 08.30am.

The safety of our *Guests* and Volunteers is our primary concern and so we have a *Community Code* in place (see below) which our Project Manager will discuss with you when you meet at the Seaview Centre before being allocated a place.

Anyone who is unable to abide by the *Community Code* will receive a warning or ban from the shelter. It is not our wish to exclude anyone; however, **we will take appropriate action against those who do not respect the Code.**

### *Other important information*

**1. Fire Safety:** On your first night at the Snowflake venue, you will be shown around by a Volunteer so that you know where meals will be served and where the toilets are - please make sure you know where the fire exits and assembly points are located.

**2. Valuables:** You are responsible for your own property.

3. **Movement:** Only volunteers are allowed into the kitchen.
4. **Money:** Volunteers are not permitted to lend, or give out money.

## **COMMUNITY CODE**

We keep the rules to a minimum, but for everyone's comfort and safety please note the following:

### **1. No Anti-Social Behaviour or Offensive Language**

- a. the dignity and safety of our Guests and Volunteers is very important to us.
- b. If there are any doubts about whether a person might be violent, aggressive or disruptive, we will not allow them into the shelter even if a bed has been booked.

### **2. No Controlled Drugs**

- a. As a shelter, we operate a 'no controlled drugs' policy.
- b. Drug dealing or usage or possession will result in a permanent ban and a report to the police in appropriate cases as judged by the Project Manager
- c. We cannot at any time take responsibility for prescription drugs - if you take prescription drugs for any reason, this must be disclosed to the Project Manager at interview so that volunteers at the venues are aware.

### **3. No Alcohol**

- a. Guests cannot consume alcohol within the shelter or within the immediate locality of the shelter venues.
- b. Drinking within or around the location of the shelter will result in an immediate warning or ban.
- c. Full cans or bottles may be surrendered to Venue Coordinator/Shift Leader on entry to the shelter for return the following day when the Guest leaves - this DOES NOT APPLY to any shelter at the Salvation Army where no alcohol is permitted on the premises at any time or in any form.

### **4. No Smoking**

- a. Smoking is not permitted in the shelter
- b. Guests will be able to smoke in the allocated smoking area outside.

### **5. No Offensive Weapons**

- a. Offensive weapons must not be brought into the shelter.

### **6. You must stay at the shelter if you have booked a bed.**

- a. If you leave, other than to smoke in the designated area, then your bed may be offered to somebody else.
- b. If you do not arrive between 7.00pm and 8.00pm your bed may be offered to somebody else. If you do not arrive at all for a night then you will need to see the Project Manager at the Seaview Centre in order to be readmitted to the shelter.
- c. Continued presence in the shelter for more than 28 days will be at the discretion of the Project Manager.

**7. No Pets**

- a. Pets are not allowed in the shelter, and may not be left outside.

IF YOU ARE WILLING TO AGREE WITH THE ABOVE (THE GUEST AGREEMENT AND THE 'COMMUNITY CODE') PLEASE PRINT AND SIGN YOUR NAME BELOW.

Name of guest: \_\_\_\_\_

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

Signature of guest: \_\_\_\_\_

Booked in by Project Manager: \_\_\_\_\_ Review Date: \_\_\_\_\_