

Homeless Services Center Program Agreement

Welcome to the Homeless Services Center (HSC).

We strive to create a culture of warmth and belonging for all who enter our drop-in. Our collective behavior enables an environment we can all enjoy. **We respectfully request that everyone:**

A. Use our Spaces as intended

- Drugs and alcohol are not permitted on premises, nor is the sale or distribution of these substances.
- Sleeping, drug use, consuming alcohol or improper use of the restroom is not permitted.

B. Be Considerate of Others

- Abstain from behavior that is disruptive, inflammatory or blatantly rude.
- Loud or unreasonable noise is not tolerated.
- Smoke only in the designated areas.
- Respect the sobriety of those around you.
- Pick up after yourself
- All spaces are communal and should be treated as such.
- Practice basic hygiene and sanitation.
- Dress appropriately in garments that cover all intimate aspects of your person.

C. Communicate with Respect

- Obscene or aggressive language, gestures and or general harassment is unacceptable.
- Speak calmly and professionally with your fellow participants and staff.
- Language that is discriminatory or inherently hateful (such as slurs of any kind) will result in an automatic exit.
- Threatening, intimidating or generally violent behavior will not be tolerated.

D. Behave Responsibly

- Demonstrate responsibility for yourself, your actions and surrounding areas.
- Do not leave your belongings unattended for any reason.
- Contribute to your own housing plan and agency improvement, or respect the housing-focused environment.

The Homeless Services Center is fortunate enough to operate within a residential community consisting primarily of compassionate, kind and considerate civilians who respect and encourage our agency Mission and Values. Please respect the local residents by adhering to the Good Neighbor Policy as it is defined below.

E. Good Neighbor Policy

- Criminal Activity on premises or in the neighborhood will result in an indefinite suspension from services.
- Vandalism, littering, theft and deliberate destruction of public or private property is absolutely prohibited.
- Overnight parking and camping are considered trespassing and will be handled accordingly.
- Trespassing, loitering or general lingering is not permitted outside of normal business hours.

Those not contributing to our culture of warmth and belonging will be asked to change their behavior to support the environment or be asked to leave. Aligned with Our Mission and Values we are committed to creating an inclusive environment free of bias or discrimination for both our participants, volunteers and staff.

F. Information on Substance Use

The health and safety of all HSC participants is of enormous important to Catholic Charities. However, we also recognize that individuals have freedom of choice; in this regard, Catholic Charities practices a harm reduction approach for substance use. Referrals and coordination with community resources can be made upon request.

Participant Name (Print Please)

Participant Signature

Date

Staff's Name (Print Please)

Staff's Signature

Date