

# 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 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, you will be refused entry and will lose your place for that night. (your bed will be available for you the next night). .**

Each morning a breakfast (this maybe cooked or cold depending on the venue) will be served between 07:00am – 7:45am, all Guests are asked to be up by 7:30 am and to pack their bedding away before they have breakfast.

Tea, coffee etc. are served from 7pm through till 8am

Guests are asked to leave by 08.30am.

The morning after your first night, at the Snowflake Winter Night Shelter, you will be asked either by the Project Supervisor or Morning Supervisor if you want to register for the following night. Your stays at the various venues will be monitored over the first week then reviewed. The maximum period of your stays will be 28 days, this can be extended if we can see you are engaging with the relevant agencies to help you move on. 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 Supervisor will discuss with you when you meet 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. If you wish to give in any personal items, valuables or money for safe-keeping, please speak to the Project Supervisor or Project assistant who will log the items and keep them in a safe place until they are returned to you. The Snowflake Trust does not take responsible for loss of any personal items within the night shelter.

**3. Movement:** Only volunteers are allowed into the kitchen and volunteers sleeping area. No male Guests can go into the female Guests sleeping area.

**4. Money:** Volunteers are not permitted to lend, or give out money.

5. Follow on Reservation: If you want to stay in the Snowflake Winter Night Shelter for the next night you need to reserve your bed before you leave the venue you have attended or by phone (07547482627) by 4pm. You must arrive at the venue between 7:00pm and 8:00pm, if you arrive after 8:00pm you will not be admitted. If you do not attend a night, that is not pre booked out, we take it you no longer require Snowflake, but if you do want to stay you will need to phone or attend Seaview to be re admitted the next night.

6. If it is thought you may have any band items such as drugs, alcohol, weapons on your person or in your personal kit then you may be searched by the Project Supervisor or Assistant. If any band items are found, then you will lose your place at the shelter. If you refuse to be searched, then it will be taken that you are hiding something and again you will be excluded.

## **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/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 maybe reported to the police
- 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 Supervisor 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 this includes vaping
- 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, You will lose your bed for that night.

b. If you do not arrive between 7.00pm and 8.00pm and have not been in contact to say you will be late or. If you do not arrive at all for a night then you will need to see the Project Supervisor at the Snowflake Office 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 Supervisor.

**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.

I, (print name) \_\_\_\_\_

*Confirm that I am willing to agree with the above conditions of the Snowflake Winter Night Shelter set out on this guest agreement.*

*Confirm that the information I have given in my referral form is true and complete to the best of my knowledge. I understand that giving false or misleading information could result from being barred from the shelter.*

*I give permission for the personal details on this form to be kept on a database for the purpose of our administration of the night shelter and to share relevant information with appropriate organisations and professionals as part of their information gathering and assessment / risk assessment process.*

March 2019