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Mission & Purpose

Founded 1990, Onslow Community Outreach Inc. fights hunger and homelessness, provides quality medical care to people who lack insurance and cannot afford health care, gives benevolent assistance to families in financial crisis, and helps those less fortunate have a joyful Christmas in Onslow County, North Carolina.

The Homeless Shelter enhances the quality of life in Onslow County by providing decent and safe temporary housing for single men, single women, and families. The shelter can accommodate 24 residents who have access to three meals daily, showers and personal hygiene items, laundry facilities and supportive resources for job search and return to permanent housing.

Admission Guidelines

- We do not accept persons under the influence of alcohol or illegal drugs
- We do not accept anyone who has a history of severe criminal acts or violent offense(s),
- We do not accept registered sex offenders
- We do not accept persons who have obvious or a history of physical or mental health needs beyond the scope of our services
- Residents must be able to live independently and adhere to shelter rules

Intake Process

1. Applicants must complete an Emergency Shelter Admissions Form.
2. Staff will conduct an interview.
3. Applicants must have two forms of identification are required; one must be a photo ID. (See Attachment A for acceptable forms of ID.)
4. Staff will perform a criminal records background check, a check of the national sex offender registry, and a search of the N. C. Homeless Assistance Database (CHIN Network).
5. Staff will administer a breathalyzer test.
6. All admissions are tentative, until approved by the shelter director.

Staff Duties and Responsibilities

1. Staff will read Resident Duties and Responsibilities and place a signed copy in the residents’ file.
2. Inform residents of the N. C. Homeless Association CHIN database and how their demographic data will be used and safe-guarded. A written acknowledgement should be placed in the residents’ file. Enter resident’s data in the CHIN Network.
3. Inform residents of community resources that that might help their situation.
4. Inform residents of their responsibility to search for employment and housing and the need to submit daily documentation of their efforts.
5. Make bed assignments.
6. Give resident a tour of the facility; identifying areas that are off limits.
7. Provide clothing, towels, and personal hygiene products, if needed.
8. Inspect residents’ personal belongings for weapons, alcohol or illegal drugs.
9. Monitor all phone calls and ensuring long distance calls are not made.
10. Check-in with the shelter director or executive director when reporting for work.
11. Put soup on in the morning for the soup kitchen before leaving except on Thursdays.
12. Make sure breakfast is put out and offered to each resident.
13. Staff members shall not have any personal outside relationships with residents anytime or exchange personal information.
14. Supervise resident chores.
15. Conduct exit interviews or exit residents out of the shelter.
16. Make sure the shelter is clean and properly locked and secured at all times.
17. Participate in a debriefing at the beginning/end of shifts.
18. Wear appropriate clothing, including a staff uniform shirt.
19. Review and update the activities log book at the end of each shift.

**Resident Rules and Responsibilities**

1. Residents are limited to two large or three small bags/luggage. All personal items must fit in the dresser drawers provided. The Shelter is not responsible for any personal items left during the day. Personal belongings will be disposed of 24 hours after a resident leaves the shelter.

2. Residents must enter using the front door only. They may never open the door for anyone, including other residents of the shelter.

3. Residents may check into the shelter Monday - Friday between 5:00 P.M. and 8:00 P.M. and Saturday and Sundays 4:00 P.M. until 8:00 P.M. There is an 8:00 pm curfew in effect each day. Missing curfew is a rule violation. Exceptions must be approved 24 hours in advance by the Director. Working resident must provide a copy of their job schedule to the shelter director.

4. No weapons of any kind are permitted into the shelter.

5. No sexual activity is allowed. At no time are women to be in the men’s dorm, or men to be in women’s dorms. No public display of affection will be tolerated.

6. No fighting, foul or abusive language, arguing, or petty bickering is allowed.

7. No smoking at the entrance of the building; smoking is allowed next to the shelter on the benches until 8:00pm.
8. Residents are not permitted to use or possess alcohol or illegal drugs on or off the property for the length of their stay. Anyone under the influence of alcohol or drugs will not be admitted. If it is suspected that they have been drinking a breathalyzer test will be administered and staff reserves the right to exit them from the program. One alcohol or drug violation constitutes immediate exit from the shelter.

9. All prescription and over the counter medications (including vitamins) are to be given to the staff. It is their responsibility to tell the supervisor when they need to take their medication.

10. Residents will shower every day. They must wear appropriate street attire at all times including when sleeping. Appropriateness is at the discretion of the staff. Shoes, socks, or sandals are to be worn at all times. Residents must change clothes in the bathroom not in the dormitory.

11. Residents are assigned a nightly chore, this includes their bed and the area under and around it; they are to be neat and clean in the morning before they leave. Nothing wet may be left on the headboards, beds or the dressers.

12. Lights go out at 10:00pm daily and all activities will cease. No cell phones are to be used after lights out and must be turned on vibrate or silent. Lights come on at 6:00am. Residents must leave no later than 7:00am every day.

13. Residents must get permission from staff to use the telephone and the laundry facilities. Laundry must be finished prior to 10:00 pm

14. No loitering permitted around the building before or after hours.

15. Residents may come to the Soup Kitchen for lunch if they do not take a bagged lunch. There is no outside food or drink in the shelter. Food and drinks are not allowed in the dorms.

16. The computer is for employment or housing searches only. If residents are taking online classes, they may get permission from the staff to do course work. If they are found using the computer for other purposes their privileges will be taken away or they may be asked to leave.

17. Onslow Community Outreach (OCO) Staff is not responsible for child care. Children age 17 and under must be cared for by their guardian at all times. OCO does not provide child care.

18. Residents are allowed one night out during their stay at the shelter. All nights out need to be cleared with the Shelter Director 24 hours beforehand.

19. Unemployed residents are required to seek employment daily and/or permanent housing Monday - Saturday. It is recommended they do not go job hunting with other
residents. Residents who do not turn-in a job sheet or housing sheet per the required time line (as stated on the job/housing sheets) will be exited from the program.

20. The shelter is for short term stays only; up to 30 days. Families with children and veterans maybe approved for extended stays - up to 90 days - justified by their progress toward self-sufficiency. A person may stay in the shelter no more than (3) three times in a two year period. There must be at least (4) four months in between stays.

21. Violation of any rule may result in disciplinary action up to and including dismissal from the shelter. Residents who are dismissed for violation of any rule may not be able to return to OCO Homeless Shelter.

22. The policies and regulations of the shelter may be changed at any time by Onslow Community Outreach Board of Directors or their designees.

23. If a resident would like to speak to the Shelter Director during nonresident hours, they may schedule an appointment with her. They are required to review their plans and goals with her at least once a week.

**Hours of Operation**

Generally, the shelter opens late evening and closes early morning. Residents are expected to participate in employment and housing search and other positive self-help activities during the day. The shelter is open 24 hours for Thanksgiving, Christmas, and Easter. There is a daily curfew.

If emergency conditions pertaining to storms and natural disasters are declared by Onslow County Government, residents may be transported to county-operated emergency shelters.

**Emergencies**

Staff members are expected to apply a reasonableness standard if an emergency, fight or physical disturbance occurs among residents. This may include directing other clients out of the building and applying a calm, authoritative voice telling combatants to cease. Staff should not exacerbate the situation nor place themselves or residents in physical jeopardy.
Signature/Approval

Theo McClammy, Executive Director

Date

Don Herring, Chairman

Date
I, ____________________________, have read the Onslow Community Outreach Homeless Shelter Standard Operating Procedures and understand that failure to comply subjects my behavior, or lack thereof, to disciplinary procedures or dismissal from the program.

_____________________________  ______________________
(signature)                      Date
Attachment A.

Acceptable Forms of ID
(2 forms of ID are required; you are not allowed to photocopy military ID's)

Adults:
- Valid Driver's License or State Identification Card
- Social Security Card
- Valid Passport
- Birth Certificate.
- Permanent Resident Card
- School ID
- Social Services Information/Food Stamp Card/ Social Services Paperwork
- DD214
- VA Identification Card
- Bank Card as long as a Photo is located on the card
- Out Dated ID, ALONG with receipt from DMV stating they have applied and are going to be receiving their new ID.

Children:
- School Photo ID
- Shoot Record
- Social Security Card
- Birth Certificate
- Social Service Identification papers stating parents and children