

Resource: Emergency Shelter Services

1. Single Men's Shelter -Porchlight

Phone: 1-855-510-2323 (Dane County housing crisis Line)

e-mail: ppatterson@porchlightinc.org

Website: <http://porchlightinc.org/emergency-shelter/>

Address: Grace Episcopal Church, 116 W. Washington Ave Madison, WI

Currently, Intake starts at 5:00pm

NOTE: Intake hours vary throughout the year. Please contact 1-855-510-2323 for details.

Anyone needing to enter the shelter after intake has ended must receive prior approval by calling shelter staff at (608) 255-2960 before 9 p.m. on the day of late entry.

- There is a 90 night limit for Drop-In Shelter use per person, per year. An extreme weather exemption will go into effect for nights that are 20 degrees or less, with wind chill or for other extreme weather conditions such as thunderstorms.
- For the safety of our staff and shelter guests, anyone who is clearly under the influence of alcohol or other drugs will not be allowed into the shelter; exceptions are made during extreme weather conditions mentioned above.
- All guests are expected to abide by the Drop-In Shelter House Rules. These rules are posted in the shelter and are available in print form at request. Failure to abide by the rules can be the basis for denial of shelter use on a temporary or permanent basis. **(Rules are below for your convenience)**

Porchlight

DROP-IN SHELTER HOUSE RULES

TO PROVIDE A SAFE AND SECURE SHELTER ENVIRONMENT FOR ALL GUESTS, VOLUNTEERS AND STAFF, THE FOLLOWING RULES WILL BE ENFORCED.

1. The Drop-In Shelter is an emergency shelter. It is temporary overnight lodging with no cost to guests. TEMPORARY means not exceeding 90 nights per year of shelter. The year runs from November 1 to October 31.
2. The shelter has different schedules: "Summer hours" and Winter Hours". During "summer hours", the shelter opens at 7:30 pm and closes at 7:00am. During "winter hours: the shelter opens at 5:00 pm and closes at 7:00am. Guests cannot line up at the DIS#1 entry until 5 minutes prior to opening. No guest will be admitted after 10:00 p.m. (9pm for winter hours) without prior approval by the Night Manager. Anyone who leaves the shelter will not be readmitted that night.
3. Behavior on the grounds must be the same as in the shelter. Any activities observed by staff that breaks a shelter rule will receive a shelter penalty. If police are involved, their observations will be considered staff observations.
4. Guests will not be admitted if incapacitated by alcohol or drugs. Staff assessment of incapacitation is final.
5. Drugs or alcohol, opened or unopened, are not permitted in the shelter or on the grounds.
6. Weapons of any sort, as interpreted by staff, are not allowed.
7. Stealing of shelter property will result in prosecution and permanent ban. Stealing of a guest's property will result in permanent ban.
8. Fighting, swearing, threatening or harassing other guests, volunteers, or staff is not permitted. Staff will require the unruly guest to leave, and may result in a ban.
9. Guests causing bodily harm to staff, volunteers, or other guests will be banned from all Porchlight programs, including Hospitality House and the DIGS program.
10. Guests must be fully clothed in public areas. No sexual contact-physical, verbal or visual-is allowed.
11. Food will be served from 8:00 PM until 8:45 PM and from 6:00 AM until 6:45 AM.
12. Lounges will close at 11pm at the VERY latest. It may close earlier if not in use.
13. NO SMOKING IN THE SHELTER. Smoking allowed ONLY in permitted area.

14. Guests assigned to Shelter 2 or 3 must remain at Shelter 1 until the Night Manager of those shelters approve departure.
15. The Hospitality House, 1490 Martin Street, Madison, Wisconsin 53713 may be used as a mailing address as long as you are a guest at the shelter or Hospitality House. NO MAIL ADDRESSED TO 116 WEST WASHINGTON WILL BE DELIVERED TO ANY GUEST.
16. No space is available for storing personal items. Items left in the shelter, in the shelter lockers, or on shelter grounds WILL BE PUT IN THE TRASH IMMEDIATELY UPON DISCOVERY.
17. Guests vandalizing any Porchlight property will be permanently banned from all Porchlight programs. Reconsideration of the ban may occur after full restitution is made.
18. Guests may make local phone calls during intake hours of 2 minutes or less with approval of the night manager. No long distance. Misuse of this privilege will result in denial of use of the phone. Only emergency calls can be made after intake.
19. Shower facilities and laundry machines are available for guests. Staff can require guests to shower if needed. Towels and toiletries are available. Please schedule a time to use the laundry machines with the Shelter Staff.
20. Medical students and a physician(s) are available on Tuesdays for check-ups and treatment of some minor medical problems. Serious medical problems can not be treated here, but the physician may advise guests where to go for treatment. Signs will be posted when doctors are available.
21. Guests who misuse the shelter will be denied entry. "Misuse" is defined as: a) using the name of using a false name, a) any other falsifications to defraud or mislead c) sneaking into shelter (including overflows) without signing into intake.
23. Guests who do not comply with the rules will be asked to leave. If you are asked to leave and refuse to leave, this will result in the police being called. If the police have to remove you, there will be a mandatory 30-day ban. Repeated violations will result in permanent ban
24. Urinating or defecating ANYWHERE on church property will result in 30 day ban. Each subsequent violation of this nature will result in double the penalty.
25. New guests to shelter or guests who have not used shelter in some time will be asked to provide information at intake through a standard intake form. Responses to the intake questionnaire will not be used as a reason for denial of shelter.

2. Family Shelter-Salvation Army

Phone: **MUST Call intake each day before 10:00am 1-855-510-2323**

Shelter's Direct Number: 608.250.2226
 Director of Social Services e-mail:
 Melissa_Sorensen@usc.salvationarmy.org

Website:
http://www.salvationarmydanecounty.org/danecounty/family_shelter

Madison Clinic Address: 630 East Johnson Street Madison, WI (Shelter-back entrance) Street address is 630 E Washington Ave (front Entrance-not for shelter services- use back entrance)

Emergency Family Shelter welcomes homeless families seeking immediate overnight shelter. In addition to shelter, families are offered meals, shower/laundry facilities and case management. Transportation to/from school may be arranged for school-aged children.

To access shelter, families must call the toll-free Housing Crisis Hotline at 855-510-2323 before noon and express need for shelter for that evening. All calls are returned to interested families between 12:00 pm and 1:00 pm to confirm or deny a space in shelter for the evening. If a family does not have access to a phone, families may add their name in-person at The Salvation Army of Dane County.

Families who are approved for shelter in the evening are invited to share dinner with us at 5:00 pm. New families will meet with shelter staff following dinner to complete intake paperwork. Please bring identification for adults and proof of parentage for children. All families must exit shelter by 8:00 am. The Road Home partners with The Salvation Army to offer daytime shelter to families in need.

The Salvation Army of Dane County
The Salvation Army Emergency Family Shelter
Welcome, Guidelines, Expectations and Resources
630 East Washington Ave. Madison, WI 53703

Office Phone: (608) 250-2251 Housing Crisis Hotline: (855) 510-2323 (toll-free)

Welcome! On behalf of the staff and volunteers at Salvation Army of Dane County, we wish you a safe and successful stay in our shelter. This Welcome Packet contains shelter guidelines. Please read it thoroughly and reference as needed.

Emergency Family Shelter:

Quick Guide

- Emergency Family Shelter is a “nights only” shelter for families with minor children.
- The shelter office is open each day from 6:00a to 8:00a and again from 6:0p to 10:00p. Between the hours of 10:00p and 6:00a you may go to Single Women’s Shelter Office for assistance.
- Residents must be off property between 8:00a and 5:00p.
- Shower & laundry facilities are available. Please see shelter staff for use.
- Dinner (5:00p), snack (8:00p) and breakfast (6:30a) are provided.
- Residents are allowed 45 nights of shelter. Extensions are granted for those working with a case manager. See shelter staff to sign-up.
- All Residents must observe our confidentiality policy! Please do not share information about others staying in shelter; this includes revealing if someone is or is not in shelter/on property. Check-In/Check-Out Procedure
- All families seeking shelter for that evening must:
 - ♣ Call the Housing Crisis Hotline (toll-free; option #3) before 12:00p to express need.
 - ♣ You will receive a return call between 12:00p and 1:00p to let you know if space is available.
 - ♣ Repeat this process each day you need shelter.
 - ♣ Please call (608) 250-2251 if cancelling need for shelter or arrival time will be after 6:30 p.m.
- Please do not arrive on property before 4:30p. You will be asked to leave property if you arrive earlier.
- Dinner is served at 5:00p on Monday – Friday & Sunday. Saturday’s dinner is served at 4:20p. The community is served dinner at 5:00p.
- Please sign-into shelter following dinner (between 6:00p and 6:30p). After sign-in, please put mattresses down in designated sleeping area and notify staff if you need to leave property.
- All residents must be in the building by 10:00p, unless arrangements have been made ahead of time with a staff member. In the event of an emergency and you cannot return by 10:00p, contact Emergency Family Shelter staff immediately. Phone numbers are located in this Welcome Packet.

Please note, repeated rule violations in Emergency Family Shelter will impact our ability to transition your family to Family Shelter. For everyone’s wellbeing, please review shelter expectations carefully.*

Safety & Security Confidentiality: The Salvation Army takes privacy and confidentiality very seriously. To protect everyone’s privacy, guests and visitors are not allowed in the building or on property. Due to confidentiality policy, our staff will not confirm or deny if someone is using services. Security: Security violations will result in immediate suspension from shelter.

- The Salvation Army reserves the right to search your belongings at any time.
- Weapons or weapon-like items are prohibited on The Salvation Army property.
- Threats, acts violence and/or compromising the safety of others will not be tolerated. You will be suspended from shelter and the police may be contacted.
- Physical punishment and verbal abuse of children is not permitted on property. CPS may be contacted.
- Burning items or smoking in the building is not allowed.
- Theft and/or destruction of property is not permitted.

Security Cameras: The Salvation Army’s property, inside and out, is monitored by security cameras. Cameras are in common spaces, not sleeping spaces or restrooms.

Safety Drills/Evacuation: Please familiarize yourself (and your children) with this building’s emergency exits. All exits are marked and building plans are posted. We practice regular fire and tornado drills. Your participation is mandatory. Please note, in the threat of fire (real or practice), after exiting the building, we will meet on East Washington Avenue in front of Goodyear Tire. In the threat of a tornado (real or practice), we will meet in the gym hallway.

Curfew: This facility houses many families and individuals every night of the week, every day of the year. In order to provide safety and security for all sleeping here, this building has a nightly "CURFEW." All residents must be in the building by 10:00p, unless arrangements have been made ahead of time with a staff member.

Verbal Abuse: Verbal abuse towards others is not acceptable. Hate language, including racist and homophobic language, is not tolerated. Swearing is not tolerated. Help us to create a safe and peaceful environment for all.

Illicit Drugs & Alcohol: Residents who appear to be under the influence of alcohol or drugs may be prohibited from sleeping in Emergency Family Shelter and/or asked to leave property depending upon behavior. Police may be contacted, if necessary.

Illegal Activities: Participation in illegal activities while on The Salvation Army property will result in a suspension from shelter. Future use of shelter services is at-risk.

Children: For your safety, residents of other shelters may not provide child supervision for your children. Physical punishment and verbal abuse of children is not permitted on property. CPS may be consulted. Children cannot be left unattended and must be supervised by their parents at all times.

Cold and Inclement Weather: When temperatures drop to 20 degrees or colder, or during severe weather conditions as defined by staff, all families are permitted to use shelter despite capacity limitations. Even on a "cold weather night" behavioral issues and rule violations may result in a suspension.

Parking: Residents with vehicles may park their cars in the parking lot with a parking pass. Parking passes may be obtained from reception. All parking lot rules must be complied with for continued parking privileges. See Parking Lot Rules (posted) for a description of expectations.

Smoking: Residents may smoke (tobacco, electronic and vapor cigarettes) only in the "green space" outside. Smoking is prohibited on the entrance ramp. Please dispose of your cigarette butts in trash receptacles. Emergency Family Shelter residents may only exit the Emergency Exit onto East Washington Avenue in emergencies, not to smoke.

Case Management

Case Management: *You have the opportunity to work with a case manager to help your family work towards housing, employment, basic needs, etc. If you consistently meet with your case manager, or another in the community, and follow through with your case plan your family will be extended beyond the initial 15 night allowance in shelter. If you miss 3 appointments with your case manager, you will no longer be eligible for case management services and will not receive an extension. It is your responsibility to contact your case manager if you need to reschedule.*

Housekeeping Items

Attire: *Residents must be fully and appropriately clothed in public areas. This includes wearing shoes at all times.*

Chores: *All residents are required to choose one chore each evening to complete by 9:30p. Please see shelter staff to sign-up. Accommodations/modifications may be made for those with disabilities.*

Personal Items: *The Salvation Army is not responsible for any lost, damaged or stolen items (including vehicles) left on property. This is a nighttime-only drop in shelter. You must take all personal belongings with you when you leave at 8:00a.*

Fragrances: *Out of respect for other guests, fragrances are not permitted in shelter. Please limit your use of scented lotions, deodorants, shampoos, make-ups and perfumes.*

Animals: *Due to safety and allergy issues, pets are not allowed on The Salvation Army property. If you are accompanied by a service and/or therapy dog, please discuss accommodations with a supervisor.*

Quiet Hours: *Lights are turned off nightly at 10:00p. Please observe quiet hours from 10:00pm-6:00am.*

Grievance/Appeal: *You have the right to submit a grievance or appeal decisions made involving you or your family; this will not jeopardize your shelter. A staff member will respond to your grievance within 24 hours. Appeal meetings will be scheduled within 3 business days. Please see Policy for more details.*

Services ****Services are exclusively reserved for guests using shelter that night. Similarly, a guest may only use morning services if he/she used shelter the evening prior****

Meals: *Dinner is served at 5:00p on Monday – Friday & Sunday. Saturday's dinner is served at 4:20p. The community is served dinner at 5:00p. Snack is served from 8:00p-8:30p each night. Breakfast is served daily from 6:30a until 7:15a. Lunch is not provided. Prepared meals are available for residents working or attending school over the lunch or dinner hour and those at. You must submit a copy of your work or school schedule to receive a sack meal. Sack meals are in place of a cafeteria meal. Sign-up in the Emergency Family Shelter office in the evening to receive a sack meal the following morning. Please clean up after your family after every meal. This includes wiping off tables, chairs, highchairs and sweeping the floor. No outside food is allowed in the cafeteria and food and drink cannot be taken out of the cafeteria.*

Phone: *A phone is available in the reception area. Only local calls are allowed. If others are waiting to use the phone, please limit your use to 10 minutes.*

Laundry: *There are two laundry slots available each night; one from 6:30p to 7:30p and another from 7:30p to 8:30p. A sign-up sheet may be found in the shelter office. Please have your items removed from the washer/dryer when your*

allotted time is up. Only Salvation Army detergent can be used in the washer. Staff will supply the detergent. If you need a referral to a free laundry site, please ask staff.

Shower facility: Shower facilities are available first-come, first-serve in the evening between the hours of 6:00p and 9:30p. Morning showers are available, by sign-up, between the hours of 6:00a and 7:00a. If you need a referral to a free shower site, please ask staff.

Medication Storage: If you have medication that needs to be refrigerated and/or kept secure, please talk with a shelter staff member. For your safety, shelter is not equipped with over-the-counter medications.

Hygiene Supplies: The Salvation Army is able to assist with limited hygiene supplies such as shampoo, conditioner, soap, feminine products, toothpaste, tooth brushes, etc. Unfortunately, The Salvation Army cannot guarantee all of these items all of the time. If you need additional community referrals for diapers, clothing or personal hygiene products, please ask staff or see your case manager for a referral.

Mail: Please limit the amount and type of mail you receive at The Salvation Army. Mail is available for pick-up after 7:00p in the Emergency Family Shelter office. All mail will be held for seven days and then returned to sender.

UW MEDiC Clinic: Every Tuesday evening, medical students and attending physicians from UW-Hospital provide medical care and/or referrals to community medical providers. Residents wanting to see a doctor should report to the reception area at 6:50p to be placed on the wait list.

Dental Clinic: Every Thursday evening, volunteer dentists and hygienists with Madison Dental Initiative assist individuals with dental needs/concerns. Please see your case manager for a referral to the dental clinic.

Pastoral Care: Please notify a shelter staff member or your case manager if you are interested in connecting with a pastor for spiritual support.

Open Gym: Children 5 and older are welcome to participate in volunteer-run gym time on select evenings during the week. Parents must drop-off and pick-up children. Children four and younger must be accompanied by a parent.

Playground: Families are welcome the playground at your own risk. The Salvation Army is not responsible for injuries that occur on property. Parents must supervise children at all times. Food, glass, trash and smoking are not permitted in the playground space.

Play and Learn: Madison Metro Schools sponsors Play and Learn, a group designated for parents and their children ages birth to five. They visit The Salvation Army weekly. If your family would like to participate in Play and Learn, please connect with a staff member.

Day shelter: The Road Home is available to families that stayed in the EFS on the previous night. Please ask staff for a The Road Home pass if you would like to use The Road Home day shelter. The Road Home is located at 128 E. Olin Ave. They may be contacted at 608.294.7998. Bus Tickets: If a family does not have transportation, bus tickets may be requested during case management appointments. Bus tickets will be provided only when supplies are available.

3. Single Women-Salvation Army

Phone: **1-855-510-2323**
(Dane County Housing
Crisis Line)

Shelter's Direct Number: 608.250.2226
Director of Social Services Number:
Melissa_Sorensen@usc.salvationarmy.org

<http://www.salvationarmydanecounty.org/dane-county/single-womens-shelter>

Address: 630 East Johnson Street Madison, WI (Shelter-back entrance) Street address is 630 E Washington Ave (front Entrance-not for shelter services- use back entrance)

Single Women (Salvation Army): Salvation Army Intake starts at 5:00pm

The Salvation Army of Dane County
The Salvation Army Single Women's Shelter
Welcome, Guidelines and Resources
630 East Washington Ave.
Madison, WI 53703
Office Phone: (608) 250-2226
Resident message line: (608) 250-2277

Welcome!

On behalf of the staff and volunteers at Salvation Army of Dane County, we wish you a safe and successful stay in our shelter. This Welcome Packet contains shelter information, guidelines, rules and community resources. Please read it thoroughly and reference as needed.

Single Women's Shelter: Quick Guide

- **Single Women's Shelter is a "nights only" first-come, first-serve drop-in shelter.**
- **The capacity is 30 women. Women sleep on pull out beds in the gym.**
- **The shelter office is open each day from 6:30pm to 8:00am.**
- **Residents must be off property between 8:00am and 5:00pm.**
- **Shower & laundry facilities are available. Please see shelter staff for use.**
- **Dinner, snack and breakfast are provided. (Dinner: 5:00pm; Breakfast: 6:30am).**
- **Residents are allowed 60 nights of shelter each year.**
- **Case Managers are available! Please see shelter staff to sign-up.**
- **All Residents must observe our confidentiality policy! Please do not share information about others staying in shelter; this includes revealing if someone is or is not in shelter/on property.**
- **Check-In/Check-Out Procedure**
 - Please do not arrive on property before 5:00pm. You will be asked to leave property if you arrive earlier.
 - *When we expect to exceed capacity we will use a lottery system.* At 5:00pm please see shelter staff to receive a ticket. Prior to dinner, staff will randomly select numbers from a bowl and then post a listing of selected numbers. If your number is selected, you will be guaranteed a bed in shelter at 6:30pm sign-in. Failure to sign in at 6:30pm may result in forfeiting your bed for the night. If your number is not selected, you must leave property. You are welcome to call Single Women's Shelter at 7:00pm to see if any beds remain available. Please leave a message. All calls will be returned in the order they were received.
 - Following dinner, please exit the building. You may return at 6:30pm for sign-in.
 - Once you sign-into shelter at 6:30pm please notify staff if you need to leave the building. For safety and to ensure your bed is reserved, please sign-out and sign back in upon your return. Failure to sign back in once you have approval to leave property may result in loss of shelter bed for the night.
 - For those who work or attend school during the evening hours, we are happy to reserve a bed for you. To do so, please submit your weekly work or school schedule to staff and call 250.2226 daily by 4:00pm to reserve a bed. If you reserve a bed and DO NOT show up, you may not be allowed to reserve bed(s) in the future.
 - All residents must be in the building by 10:00pm, unless arrangements have been made ahead of time with a staff member. In the event of an emergency and you cannot return by 10:00pm, contact Single Women's Shelter staff immediately. Phone numbers are located in this Welcome Packet.

Safety & Security

Confidentiality: *The Salvation Army takes privacy and confidentiality very seriously. To protect everyone's privacy, guests and visitors are not allowed in the building or on property. Please meet all rides in the parking lot and leave immediately. Due to confidentiality policy, our staff will not confirm or deny if someone is using services.*

Security: *Security violations will result in immediate suspension from shelter.*

- **The Salvation Army reserves the right to search your belongings at any time.**
- **Weapons or weapon-like items are prohibited on The Salvation Army property.**
- **Threats, acts violence and/or compromising the safety of others will not be tolerated. You will be suspended from shelter and the police may be contacted.**
- **Burning items or smoking in the building.**
- **Security Cameras: The Salvation Army's property, inside and out, is monitored by security cameras. Cameras are in common spaces, not sleeping spaces (i.e. gym), restrooms or the single women's lounge.**
- **Safety Drills/Evacuation: Please familiarize yourself with this building's emergency exits. All exits are marked and building plans are posted. We practice regular fire and tornado drills. Your participation is mandatory. Please note, in the threat of fire (real or practice), after exiting the building, we will meet on East Washington Avenue in front of Goodyear Tire. In the threat of a tornado (real or practice), we will meet in the gym hallway.**

Curfew: *This facility houses many families and individuals every night of the week, every day of the year. In order to provide safety and security for all sleeping here, this building has a nightly "CURFEW." All residents must be in the building by 10:00pm, unless arrangements have been made ahead of time with a staff member.*

Verbal Abuse: *Verbal abuse towards others is not acceptable. Hate language, including racist and homophobic language, is not tolerated. Swearing is not tolerated. Help us to create a safe and peaceful environment for all.*

Illicit Drugs & Alcohol: *Residents who appear to be under the influence of alcohol or drugs may be prohibited from sleeping in the gym with other residents and/or asked to leave property depending upon behavior. Police may be contacted, if necessary.*

Illegal Activities: *Participation in illegal activities while on The Salvation Army property will result in a suspension from shelter. Future use of shelter services is at-risk.*

Children: For your safety, you may not provide child supervision while on property. Please do not touch or pick children up. Residents are not permitted in the Family Shelter or in Emergency Family Shelter. Please limit your contact with children in shared spaces (i.e. dining room, hallways).

Parking: Residents with vehicles may park their cars in the parking lot with a parking pass. Parking passes may be obtained from reception. All parking lot rules must be complied with for continued parking privileges. See Parking Lot Rules (posted) for a description of expectations.

Cold and Inclement Weather: When temperatures drop to 20 degrees or colder, or during severe weather conditions as defined by staff, all single women are permitted to use shelter despite capacity or shelter night limitations. After a resident's first 30 days in shelter, a "cold weather night" is not counted towards your shelter use. Even on a "cold weather night" behavioral issues and rule violations may result in a suspension. Nightly curfew stands even on cold weather nights.

Smoking: Residents may only smoke in the "green space" outside. Smoking is prohibited on the entrance ramp. Please dispose of your cigarette butts.

Case Management

Case Management: You have the opportunity to work with a case manager. A case manager will serve as a support person to you. They will help you to identify the resources that you already have access to, connect you to other community resources, advocate for you, and offer a safe place where you can problem solve and talk about your concerns and needs. Together, you will work towards obtaining/maintaining a stable income, obtaining housing, and/or other goals that will help you move into a home. It is your responsibility to contact your case manager if you need to reschedule an appointment.

Housekeeping Items

Attire: Residents must be fully and appropriately clothed in public areas. This includes wearing shoes at all times.

Chores: All residents will be assigned a nightly chore. Accommodations/modifications may be made for those with Disabilities.

Personal Items: The Salvation Army is not responsible for any lost, damaged or stolen items (including vehicles) left on property.

Fragrances: Out of respect for other guests, fragrances are not permitted in shelter. Please limit your use of scented lotions, deodorants, shampoos, make-ups and perfumes.

Animals: Due to safety and allergy issues, pets are not allowed on The Salvation Army property. If you are accompanied by a service and/or therapy dog, please discuss accommodations with a supervisor.

Quiet Hours: The lights in the gym will be turned off nightly at 10:00pm. Please observe quiet hours from 10:00pm-6:00am. The TV in the second lounge must be turned off by 12:00am.

Grievance/Appeal: You have the right to submit a grievance or appeal decisions made involving you; this will not jeopardize your shelter. A staff member will respond to your grievance within 24 hours. Appeal meetings will be scheduled within 3 business days. Please see Policy for more details.

Amenities

****Services are exclusively reserved for guests using shelter that night. Similarly, a guest may only use morning services if she used shelter the evening prior****

Meals:

- **Dinner is served at 5:00pm on Monday – Friday & Sunday. Saturday's dinner is served at 4:20pm.**
- **The community is served dinner at 5:00pm. Snack is served from (approx.) 8:30 p.m. to 9:00 p.m. each night. Breakfast is served daily from 6:30 am until 7:15am. Lunch is not provided.**
- **Prepared meals are available for residents working or attending school over the lunch or dinner hour. You must submit a copy of your work or school schedule to receive a sack meal. Sack meals are in place of a cafeteria meal. Sign-up in the Single Women's Shelter office in the evening to receive a sack meal the following morning. Please clean up after yourself after every meal. This includes wiping off tables, chairs and sweeping the floor. No outside food is allowed in the cafeteria and food and drink cannot be taken out of the cafeteria. Food and drink are not permitted in the gym.**

Phone: A phone is available in the reception area and in the lounge. Only local calls are allowed. If others are waiting to use the phone, please limit your use to 10 minutes.

Messages: You are welcome to use the client message line to receive messages (250-2277). Please do not give out the shelter office phone number as a message line. Remember, staff cannot confirm or deny anyone staying in shelter.

Laundry: Laundry is available during the hours of 7:00pm and 10:00pm on a weekly basis. A sign-up sheet may be found in the shelter office. You may do one load of laundry once a week. Please have your items removed from the washer/dryer when your allotted time is up. Only The Salvation Army detergent can be used in the washer. Staff will supply the detergent. If you need a referral to a free laundry site, please ask staff.

Shower facility: Shower facilities are available first-come, first-serve in the evening between the hours of 7:00pm and 10:00pm. Morning showers are available, by sign-up, between the hours of 6:00am and 6:30am. If you need a referral to a free shower site, please ask staff.

Medication Storage: If you have medication that needs to be refrigerated and/or kept secure, please talk with a shelter staff member. Please note, we are only able to store medication for up to one month; it may be disposed of afterwards. For your safety, shelter is not equipped with over-the-counter medications.

Hygiene Supplies: The Salvation Army is able to assist with limited hygiene supplies such as shampoo, conditioner, soap, feminine products, toothpaste, tooth brushes, etc. Unfortunately, The Salvation Army cannot guarantee all of these items all of the time.

Mail: Please limit the amount and type of mail you receive at The Salvation Army. On your behalf we will accept only: Forward Cards, Quest Cards, W2 checks, correspondence from Dane County and/or Social Security Administration. Mail is available for pick-up after 7:00pm in the Single Women's Shelter office. All mail will be held for seven days and then returned to sender. To pick-up mail before 7:00pm, please see your case manager.

Storage: Please keep in mind, this is a nighttime-only drop in shelter. You must take all personal belongings with you when you leave at 8:00am. When space is available, residents may store one bag in the designated closet in the lounge. Additional storage space may be available for anyone with a medical impairment, in school or working. Please mark belongings clearly with your name. Any unidentified or unclaimed belongings will be removed and temporarily stored in the Single Women's Shelter Office for no longer than one week or until claimed, whichever comes first.

UW MEDiC Clinic: Every Tuesday evening, medical students and attending physicians from UW-Hospital provide medical care and/or referrals to community medical providers. Residents wanting to see a doctor should report to the reception area at 6:50pm to be placed on the wait list.

Dental Clinic: Every Thursday evening, volunteer dentists and hygienists with Madison Dental Initiative assist individuals with dental needs/concerns. Please see your case manager for a referral to the dental clinic.

Pastoral Care: Please notify

4. YOUTH SHELTER

"Youth Shelter" Briarpatch Youth Services (Ages 13-17)

Call: 608-251-1126 or 800-798-1126 to check availability (Admissions accepted 24/365)

e-mail: contact@briarpatch.org

Website:

<http://www.youthsos.org/programs/at-risk-youth-and-families/youth-shelter>

Briarpatch Youth Shelter is located at 2720 Rimrock Road, Madison, WI 53713 (Transportation to the shelter IS available)

The Briarpatch Youth Shelter provides shelter and other services to homeless or runaway youth, or youth at risk of separation from their family due to conflict or other reasons. Opened in 2015, it contains eight beds and welcomes youths of all gender identities ages 13-17.