**GATEWAY OF HOPE – Policy & Procedures Manual**

**Langley, BC**

**6.1.9 Guest Rights & Responsibilities**

Department: Emergency Shelter

Approved By: Planning Team

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**Policy**

Guests staying in our Emergency Shelter will be made aware of their rights and responsibilities while accessing services at the Gateway of Hope

**Procedure**

**Guest Rights**

Shelter guests have the right to:

* Be treated with dignity and respect.
* A safe and supportive environment.
* Have their information kept private.
* Have their questions and concerns addressed in a prompt respectful manner.
* Receive an explanation of the reasons for the discontinuation or the denial of services.
* Access complaint form, file a grievance and follow an appeal process.
* Actively participate in the development of a plan of action to address their personal needs.
* Request and receive information on devotional services, Chapel or referral to the Chaplain.

**Guest Responsibilities**

Shelter guests have the responsibility to:

* Treat each other and staff with dignity and respect.
* Give the staff the information needed to deliver the best possible services, referrals and programs.
* Not take actions that could cause harm to their persons, each other or staff.
* Obey the rules and regulations outlined in their Intake package.
* Make a genuine effort to participate in the action plan they have developed
* Keep their appointments and to contact the appropriate person(s) if they need to cancel an appointment
* Notify staff when they are experiencing difficulties with their plan
* Keep their assigned bed area clean and tidy
* Follow the drug, drug paraphernalia, alcohol policy and procedure
* Not smoke or loiter in front of the Gateway of Hope as this contravenes the Good Neighbor Agreement that the Salvation Army Gateway of Hope has made with the community