**Personal Belongings & Storage**

Department: Emergency Shelter

Approved By: Planning Team

Issue Date: September 2011

Updated: June 2016

Policy

The Gateway of Hope will store and secure the personal belongings of guests to a maximum of 3 bags. Gateway of Hope will only be responsible for the safekeeping of those belongings which are tagged and placed in storage.

Procedure

The Shelter Support worker or designate will provide information to the guest on the items and personal belongings that are permitted in the shelter bed area. The bed area is for daily living and not for storing a large amount of items.

A guest is not to store personal belongings of another individual in their bed area at any time. Failure to comply will result in a written warning being issued.

All belongings requiring storage will be tagged with the guest’s name and secured by staff in the designated storage areas only.

A shelter guest’s belongings will be held for 14 days after discharge as per the exemption policy signed upon intake. After this time, the guest’s belongings will be disposed of by shelter staff unless other arrangements have been made.

Due to space limitations, all requests to hold belongings past 14 days need to be forwarded to the Emergency Shelter Supervisor for approval and may only be granted in exceptional cases.

Prior to disposal, bags will be searched and all items deemed of value or legal importance such as personal items or records, official government documents, etc. will be removed and securely held for a reasonable amount of time or turned over to the appropriate authority.