

Shelter Rules & Behavior Agreement

Updated: 09-29-15

Client Printed Name: _____ ID#: _____
First Name Last Name ServicePoint ID

All clients, staff, volunteers and guests at the ARCH are expected to adhere to the rules and behavior guidelines set forth within the Shelter. Each is also expected to follow all staff directives.

CLIENT GRIEVANCE PROCESS

The Client Report Form should be used for any shelter issue that a client feels needs correction, improvement, notification, or attention. This process can also be used to appeal a decision made in staffing or in the termination of services. The issue may involve a shelter employee, shelter space or materials, shelter policies, or other shelter clients.

An overview of the process:

1. Client should first talk to the appropriate department's on-duty manager to see if issue can be resolved.
2. If the issue cannot be resolved by the on-duty manager, or if the on-duty manager recommends that the client complete a Client Report Form, the client should do so and place it in the submission box.
3. Forms will be collected on a weekly basis, and distributed to the proper manager for follow-up
4. If client is not satisfied with the outcome, they may request the report be reviewed by the Executive Director.
5. If the client is still not satisfied with the outcome, they may request the report be reviewed by the Appeals Committee of the Front Steps Board of Directors.
6. The decision of the Appeals Committee will be the agency's final decision.

**For full details on the Client Grievance Process Policy, please see the Shelter Operations Standard Operating Procedures.*

Front Steps does not tolerate retaliation to reports submitted by any of its employees, volunteers or clients.

CLIENT STAFFING PROCEDURES

Clients who choose to break the rules and/or choose to not follow staff directive may be asked to leave and return for staffing. Staffing is a meeting between the client and a shelter manager. The incident is discussed, and any disciplinary action is determined.

Suspension lengths vary based on the infraction. In the event a client is asked to leave the shelter, they may be asked to return for staffing. The client must wait a minimum of 24 hours before returning to sign-up for a staffing meeting. Staffing meetings are available on a daily basis.

TERMINATION OF SERVICES

In instances of extreme client misbehavior, Front Steps may choose to terminate services by issuing a Criminal Trespass Warning (CTW). By issuing a CTW, Front Steps is terminating the client's access to all services offered on property at the ARCH. It will be a criminal offense for the client to be on property while CTW is in effect.

The client must participate in a Staffing session to be able to return to property and regain access to services after the end date of the applicable CTW.

CLIENT AGREEMENT

I understand that as a client of Front Steps, and by participating in programs at the Austin Resource Center for the Homeless, I am expected to abide by the rules and behavior guidelines set forth by the agency. I understand that these rules and guidelines may be updated by Front Steps Shelter Operations as needed, and that it is my responsibility to be aware of postings within the facility that notify me of these changes.

X _____

Date: _____