



www.dceh.org/svoc
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Street Voices of Change Shelter Bill of Rights

Every shelter resident has the right to:

1. Be treated with respect and dignity

- a. Equal treatment under all policies regardless of race, gender, sexual orientation, age, religion, and other protected classes.

2. Shelters with adequate space

- a. Space to move walkers or wheelchairs for certain ADA beds.
- b. Tables, bathroom, and shower stalls standards per number of guests.

3. Clean facilities

- a. Guests have access to sanitation products.
- b. Dedicated staff for cleaning
- c. Automatic replacement of beds when bed bugs or lice are found in the bed and those in proximity. Replacement when beds have holes that cannot be repaired.

4. Safety

- a. Metal detectors and bag checks for shelters.
- b. Drugs, alcohol, guns, or other weapons should be confiscated, and legal property must be returned to guests in the morning.

5. Case management to help exit shelter

- a. Get a case manager your first stay in shelter that are available and helpful.
- b. Resource for referrals list of other services (i.e. mental health, physical health, substance abuse, government assistance, employment, housing).

6. Trained, compassionate staff who create a safe and welcoming atmosphere

- a. Minimum of 3 employees over night and more based on number of guests.
- b. Training for staff that covers conflict resolution, cultural sensitivity, mental health, and crisis response.



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- c. 90 day probationary period for new hires.
- d. Outside committee for grievances and review of staff misconduct.
- e. Elimination of conflict of interest and “in-house” in hiring, ensure hiring of staff who want to be there to see improvements in peoples’ lives.

7. Disclosure of services and finances related to their stay from shelters

- a. Handbook of services that clearly states rules, expectations, finances of your stay, map, and other relevant topics, provided at first stay in shelter with an orientation.
- b. Grievance policies and a clear process and chain of command of staff for when grievances are not addressed.
- c. Quiet hours that are enforced.

8. Mediation with outside representatives before separation

- a. No one should be trespassed from a shelter; with the exception of violence, the threat of, physical, or verbal. All other interactions are handled with mediation.
- b. Shelter should be sanctuaries where folks can be without fear of being taken by police without a warrant.
- c. Police should respond to clients who call, as victims not as the perpetrator.
- d. If a client leaves or is removed, they get all their paid money back within a reasonable time.

9. Quality food

- a. Label all food with alternatives for people with allergies, dietary, or religious restrictions, and have options that can meet those restrictions.
- b. Abide by all food safety standards of all relevant levels of government.

10. Property and secure storage

- a. Each bed should have a storage locker. Left possessions need to be kept for a 30 day minimum and 60 day maximum.
- b. Locks must be provided for lockers that the staff do not have the key or code to.