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.
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.