

Tauranga Moana Nightshelter Trust

Vision:

A safe place to sleep for those without shelter

Mission Statement:

To provide the homeless people in Tauranga Moana temporary shelter and access to services designed to break the cycle of homelessness and offer hope of a better future for themselves and our community.

Introduction

The Nightshelter is intended to provide short-term, overnight accommodation for men who are 17 years of age and over. In exceptional cases 16 year old youths may be admitted with the consent of the parent/caregiver (CY&F Agency) and at the discretion of the Manager.

For a variety of reasons, there are some clients who require longer periods of accommodation. Individual needs will be carefully considered when any extension of residence is requested.

In addition to providing emergency accommodation, breakfast will be provided and as and when donated food items are available these will be shared amongst the clients. There is no requirement for the client to pay for this additional service.

Admission Procedures

Intake:

The Nightshelter opens at 4pm each day and clients may be admitted from that time until 9pm in the summer months and 8pm during the winter months. In **emergencies** a new admission may be made after these times. Guidelines for dealing with these situations are to be defined for staff by the TMNT Manager.

Guests wishing to stay overnight at the Nightshelter must enter and leave the Elizabeth St cul-de-sac and proceed directly to and from the premises. Guests must not loiter, litter or cause disruption in the street, or gather in the car park. Failure to comply with this rule will result in exclusion from the Nightshelter, and face the potential call-out of Police.

All guests and visitors must enter and leave the Nightshelter through the front door ONLY. There is no entry/exit permitted from the garden, living room or any of the fire escape doors.

Generally, the entrance door will be locked at all times however the House Parents and / or onsite Supervisor will respond to the doorbell. For those seeking admission, an 'Induction Form' and other relevant documentation is to be completed by the House Parents or the Supervisor (Attendants).

Guests who present to the Nightshelter will be interviewed by the Attendants who will determine right of entry. Although there are no hard and fast rules, admission may be refused in the following circumstances:

- i. Abusive or threatening behaviour towards staff or other clients;
- ii. Refusal to surrender alcohol, drugs, solvents or weapons;
- iii. Excessive intoxication/drugs; or exhibiting extreme psychotic/disturbed behaviour
- iv. Guest already on a 'stand-down' or exclusion order;
- v. Refusal to take prescribed medication;
- vi. Ordered to reside at the Shelter against their will or under coercion of any sort by a referring agent

The Nightshelter will consider requests from referrers for the admission of people who suffer from a variety of mental and/or behavioural disorders. Such requests will be subject to an assessment by the Social Worker or Manager and may be declined at the discretion of the Manager. When this occurs, the person should be referred to the most appropriate/suitable and available source of help.

If prospective guests arrive at the Nightshelter intoxicated or under the influence of drugs or other substances, but staff assess them as being safe to admit to the Nightshelter, they will be offered a room on their own (where practicable) and asked to sleep it off in isolation of other clients.

At first time admission each guest will be required to complete an Induction Form inclusive of consents.

If the attendant is satisfied with the guest's response at the interview, admission will be approved. If the person is a first time guest the following procedure will be followed

- A copy of the Nightshelter rules will be handed to the person and will be read through with him and ensure that they are signed for as being understood. (TMNT House Rules/ Code of Conduct will be clearly displayed throughout the Nightshelter)
- Fire evacuation procedures will be explained and exit points will be clearly identified.

On admission, the guest will be required to utilise the shower. Guests will be advised on how to use the laundry facilities.

Personal Medication and Valuables

Any medication will be recorded and locked away for safe keeping. The guest will sign a receipt when medication is returned.

Valuables can be given to the Attendant to be stored away securely. A receipt of these items will be clearly recorded and signed by both the guest and the Attendant. The guest will sign a receipt when items are returned on departure.

A person who is required to take medication but is not in possession of their prescription drugs may be refused entry. The client will be informed that entry to the Nightshelter is conditional on being in possession of appropriate medication.

Exit Procedures:

Guests and Clients are expected to attend to household duties prior to departing the Nightshelter.

- Attend to household duties and clean up after themselves
- The guest will return the room key to the attendant
- Retrieve personal items stored (signed receipt is required).
- Make arrangements with Staff if they would like their personal belongings to remain at the Nightshelter.
- **Directly leave the Elizabeth St cul-de-sac and not loiter on or around the Street as stipulated in Intake procedures.**

Non-compliance with TMNT House Rules & Code of Conduct:

Noncompliance with the House Rules/Code of Conduct including any abusive behaviour or violence towards other guests or staff will result in the person/s concerned being asked to leave the premises. The Police will be called if the situation poses a significant risk to Staff or other Residents.

Length of Stay:

The Tauranga Moana Nightshelter is intended to provide short-stay accommodation. In general, the maximum stay is two (2) weeks. After a few days, once the guest is settled, the Social Worker will discuss with the guest his situation, future needs and plans. If the guest chooses to engage with the Social Worker concerning their personal and future needs, they will be referred to as a Client. Clients residing on the premises for periods longer than casual night-stays will be expected to engage in services and household upkeep.

Timetable:

Opening	-	4.00pm daily
Final arrival time		
Winter months	-	8.00pm
Summer months	-	9.00pm
Morning wake up	-	6.30am approximately
Breakfast	-	7.00am
Morning chores	-	7.30am
Departure	-	9.00am

Facilities:

Guests should avail themselves of the opportunity to take advantage of the facilities available at the Nightshelter – showers, washing machine and drying areas. Guests on arrival will be expected to shower, and will be shown how to utilise the laundry.

Security:

On admission, guests will be advised on the desirability of handing over their valuables and medication for safe keeping. Items such as medication, money, passports, bank cards etc must be receipted and stored in the safe in reception.

If in the process of writing this receipt (or any other receipt) it is ruined and a new receipt needs to be written, an explanation as to why this happened must be written into the receipt book. All unused or ruined receipts must be left in the receipt book.

The staff member or volunteer receiving valuables or medication must advise the Manager by email, txt or phone that these items have been handed in.

The Nightshelter takes no responsibility for the personal effects of its clients eg clothing or luggage etc. They may, if they wish, however, store these in a lockable cubby hole which can be arranged with Nightshelter Staff. The guest or client can be encouraged to purchase their own padlock and key for their own use.

Nightly Charges:

\$15 per night per client.

If the client is not registered with Work & Income they will be expected to pay \$15 on arrival. The Attendant will receipt the money and hand the client an original copy.

Stand-down and Exclusion Procedures:

The Nightshelter reserves the right to instate a Stand-down or an Exclusion on any guest or client who does not adhere to the Rules / Code of Conduct. The stand-downs will range from 1 night to a longer term exclusion. Specific stand-down and exclusion periods will be clearly explained to guests and clients.

The authority to impose a stand-down or exclusion on a guest rests with the Manager and /or the Social Worker. When the House Rules and Code of Conduct are broken or the behaviour of a guest is such that a stand-down is necessary **the Nightshelter House Parents or Supervisor may impose an interim, immediate stand-down**, which will be reviewed by either the Manager or the Social Worker the following day.

8. Access to the Nightshelter:

House Parents and a Supervisor reside on the premises.

All external services including Clinical Support, Social and Associated Services will be granted access to the Nightshelter in order to meet the specific needs and goals of the client base. These arrangements will be made via the TMNT Manager and/or Social Worker. All external agencies making approved visits to guests at the Nightshelter will sign a Visitors Book indicating their Name; Title; Agency; Person they are visiting and the purpose for the visit; and sign out when departing.

Guests (between the hours of 9am and 4pm) who have a specific appointment or household duty or other legitimate reason e.g. ill health; and longer term clients can have flexible access as agreed with TMNT Staff.

Corrections:

Clients who are referred through the Courts will generally not have bail conditions that require Police or Probation checks at such times that the peace and enjoyment of the facility is undermined. Police/Probation/Courts will make arrangements with the Nightshelter Manager to facilitate appropriate checks and pathways: this could include daily notification to Police of the bailed guests that stayed overnight.