

Joanne's House Client Guidelines

CAMERAS To maintain the safety of both staff and clients, Joanne's House property is under 24/7 video surveillance. Youth are not permitted to view this footage without both the consent and presence of staff.

COVID-19 Clients will be expected to wear a face mask at all times while on Joanne's House property (except when sleeping, eating, bathing). Additional Personal Protective Equipment may be required. Clients are required to use hand sanitizer when entering the shelter (front and back).

OFF LIMITS You are not permitted on the floor to which your bed is not located on. Entering another peer's bedroom is strictly prohibited.

CURFEW Curfew is 10:00pm.

SETTLING TIME Clients are expected to be in bed with the lights out by 11:00pm.

HOUSING GOAL MEETINGS All clients are required to participate in two meetings per day, Monday-Friday. These meetings will be related to your housing goals. Morning meetings will be held between 8:50am and 10:10am. During these meetings, the Youth Reconnect Worker will work with you to set daily goals. Once you return to the shelter in the evening, you will be required to meet with the Youth Advocate team to confirm that you accomplished each assigned goal, and/or problem solve any barriers you may have encountered.

WAKE UP CALL Clients are expected to be on the main floor with their belongings for the day a minimum of five minutes before their scheduled morning meeting, Monday-Friday. Wake-up calls will be given according to the bedroom you are staying in. Your wake-up call will either be at 7:30am or 8:15am. The Youth Advocate completing your intake will inform you of your wake-up call time.

SHELTER CLOSURE Joanne's House is closed Monday-Friday between the hours of 9:00am and 4:30pm. Clients are expected to be in the community during this time, working toward their housing goals.

GROUP MEETING Group meeting happens Monday at 10:00pm. As this is our time to discuss any program issues/concerns, it is mandatory for all clients to attend.

SMOKING No one is allowed to smoke anywhere inside the building (this includes vaping). There is a designated smoking area on the back patio. This is the only area on property where you are permitted to smoke, and you must use the ashtray that is provided.

SHELTER HYGIENE We ask clients to share in the daily responsibilities of shelter cleaning. Each client is responsible for cleanliness in their own sleeping area, as well as in the common areas. Chores will be rotated daily, with a schedule posted in the kitchen. All clients who satisfactorily complete all of their chores, each day of the week, will be given a \$5.00 gift card at the end of each week.

*** Public Health Regulations stipulate that shoes or slippers are to be worn in the kitchen area at all times***

BEDBUGS The shelter is not big enough for these little critters! The most effective strategy for dealing with bed bugs is PREVENTION. That is why staff will ask you to shower upon arrival and provide you with a brand-new pair of sweats or PJ's to wear while the clothes you have brought are being laundered. This includes clothing, bags, bedding, etc.

LAUNDRY Both a washing machine and dryer are available for your use. Please ask staff for laundry detergent and the times the machines are available. Please ask staff if you are unsure of how to use these machines.

Please keep your eye on your laundry. DYS is not responsible for lost, stolen or damaged items

MAJOR ROOM CLEAN Clients are expected to conduct a “major room clean” each week. This includes the completion of washing any personal laundry and bedding, sweeping and mopping, as well as ensuring all items are put away in your locker. This must be completed by clients staying in the basement by Saturday at 4:00pm and by clients staying on the 2nd floor by Sunday at 4:00pm. Please let staff know if you need support.

SERVICE RESTRICTIONS In order to maintain safety, guidelines, expectations, and routine within the shelter, a Service Restriction policy has been implemented. Service Restrictions may be implemented for Failure to Return to Joanne’s House, being non-compliant with shelter guidelines, exhibiting aggressive behaviour, extreme intoxication causing disruption, breach of confidentiality, etc. Please consult with staff for a detailed list. A service restriction length will be determined upon discharge.

AUDIO/VIDEO For confidentiality purposes, clients are not permitted to conduct audio or video recording of staff and/or peers while on Joanne’s House property. This includes the use of FaceTime, SnapChat, Facebook, and/or other forms of livestreaming or video calls.

NO TOUCH At Joanne’s House we have a no touch policy in effect; this includes any and all forms of physical contact. This is to maintain safety and keep neutral relationships while residing within the shelter.

WEAPONS Joanne’s House wants all clients to feel safe and be safe during their stay. It is not necessary to feel that you need to protect yourself while you are staying in the shelter. Weapons such as knives, jackknives, firearms, and pellet guns are absolutely forbidden in the shelter at any time, whether “legal” or not. Other items such as pepper spray, tasers, fireworks or box cutters which might pose a threat to other clients, staff or you are also forbidden in the shelter. This includes any homemade weapons. Please turn in any weapon or item that could be used as a weapon to shelter staff. If staff have reason to believe that you are carrying a weapon, you may not be permitted entrance to the shelter. Staff may look through your belongings at any time to ensure this is being followed.

The police may be notified if you are in possession of an illegal weapon, depending on the circumstances

STREET DRUGS At Joanne’s House, we follow a non-judgemental harm reduction approach. We encourage clients to not partake in substance or alcohol use throughout their stay. Substance or alcohol use is not permitted on property. This also includes drug paraphernalia such as rolling papers, pipes, bongs, etc. If suspected of having anything on the premise, your belongings will be search and disciplinary actions will be considered. Please notify staff if you have used drugs so that staff may take the appropriate steps to ensure your safety.

FEEDBACK If you have concerns about the support you have received during your stay at Joanne’s House, please share this feedback with us. Durham Youth Services has a confidential online survey for you to access by following the below link: