



SHELTER NAME: _____

DATE: ____ / ____ / ____

FAMILY COMPOSITION: # ADULTS ____ # CHILDREN ____

LAST NAME (HEAD OF HOUSEHOLD)	FIRST NAME	MI
SOCIAL SECURITY NUMBER	DATE OF BIRTH	CASE #

STATEMENT OF CLIENT RIGHTS AND CLIENT CODE OF CONDUCT

The **Statement of Client Rights and Client Code of Conduct** sets out the standards for staying in short-term temporary housing assistance (“shelter”). Since shelter is not a home, but rather a stepping stone to permanent housing and rejoining the community, there are certain expectations for you while in shelter. These standards ensure shelters are safe for everyone and that we work together to help you move as quickly as possible from emergency housing to a home.

While in shelter, your rights include:

1. The right to exercise your civil rights and religious freedoms;
2. The right to have your personal, financial, social and medical information kept confidential by DHS and shelter staff;
3. The right to meet and have written communications with your legal representatives in private;
4. The right to receive courteous, fair and respectful treatment;
5. The right to remain in the facility, and not be involuntarily transferred or discharged except in accordance with State regulations and the DHS procedures implementing those regulations;
6. The right to present grievances on behalf of yourself and other residents to your shelter or DHS without fear of retaliation and to receive a timely response;
7. The right to manage your own finances;
8. The right to receive visitors in common areas of the facility Monday through Friday between 6 pm and 9 pm and on Saturday and Sunday between 12 pm and 4 pm;
9. The right to leave and return to the facility in accordance with the 10 pm curfew;
10. The right to send and receive mail without interference or interception;
11. The right to be free from physical restraint or confinement; and
12. The right to end your shelter stay at any time.

Single acts of the following misconduct may lead to the loss of shelter:

1. You are forbidden to bring weapons and any illegal substances into the shelter.
2. Violence, threatened violence, or other illegal conduct is not permitted and will be reported to law enforcement authorities.

3. Acts that endanger the health and safety of yourself or others or which substantially interfere with the orderly operation of the facility will not be tolerated.

Single violations of the following may lead to the loss of shelter:

4. Since shelter is temporary housing, you must look for permanent housing and accept any suitable housing that is found.
5. You must cooperate with and complete an assessment conducted by DHS or shelter staff.
6. You must cooperate in developing an independent living plan (ILP) together with facility staff.

Multiple violations of the following conduct standards may lead to the loss of shelter. However, in some cases, a single violation of a serious nature may also lead to the loss of shelter:

7. You must cooperate in carrying out and completing your ILP with facility staff to achieve permanent housing. You must agree to and meet with shelter staff at least once every other week to discuss your progress in complying with the ILP.
8. You are required to keep your unit and the common areas of your temporary shelter clean and orderly. Shelter staff may conduct unannounced health and safety inspections of your unit on a weekly or more frequent basis. You must provide access to shelter staff for these inspections.
9. Each family member is limited to bringing two bags of personal belongings into the shelter.
10. You may not bring in and use: hot plates, space heaters; air conditioners, furniture; televisions larger than 19 inches; cable TV service; or animals (unless you have a disability and require the use of a service animal).
11. You are not permitted to smoke or possess/consume alcoholic beverages in the shelter.
12. Excessive noise and disrespectful behavior towards fellow residents/shelter staff will not be tolerated.
13. All residents must be properly dressed while on the grounds of the residence. You may not appear outside your unit undressed or partially dressed.
14. When directed, you are required to leave your unit/the building during fire drills, evacuations, and other safety exercises.
15. You are responsible for supervising your children at all times, including in all common areas. You may not leave shelter without your children unless arrangements have been made for another adult to supervise the children and these arrangements have been approved by shelter staff.
16. Children under two years of age must sleep in cribs, in accordance with the "Safe Sleeping" guidelines that have been provided to you either in written or video form.
17. School-aged children are required to attend school.
18. With the help of your caseworker, you are expected to take part in activities that will help get you to a permanent home, such as working (or looking for work), looking for housing, or working with HRA. This may require you to be outside of your unit during the day. If you remain in your unit without a valid reason, shelter staff will direct you to some activities, either in the shelter or elsewhere.
19. Shelter staff has the right to check your room every day.
20. Overnight stays outside of the shelter are not permitted unless pre-approved by shelter staff.
21. You must leave your unit keys with shelter security staff when leaving the facility and you must sign in and out with your children when entering and exiting the shelter.

22. All shelters have a curfew of 10 pm and children must be in their units with a responsible adult by 9 pm, except in the case of a documented emergency or if you have an approved late pass.
23. Visitors are not allowed in units. Visitors are only permitted in common areas Monday through Friday between 6 pm and 9 pm and on Saturday and Sunday between 12 pm and 4 pm.
24. You may not change the locks on your unit or add additional locks.
25. If you have been placed in a shelter with on-site recreation, day care, or a cafeteria, you must abide by the rules established by the facility for using these services.
26. You must notify shelter staff whenever you or anyone in your family becomes ill.

Compliance with Public Assistance and Client Contribution is a Requirement for Staying in Shelter:

27. You are required to apply for and, if eligible, keep open a Public Assistance (PA) case with HRA.
28. You must cooperate to determine available resources, and apply for and use any benefits and resources that will reduce or eliminate the need for shelter.
29. If you have income, you are required to pay towards the cost of your stay in temporary shelter. If you have an open PA case, HRA will determine the amount, if any, that you must contribute towards the cost of your shelter.
30. If you have income and you are not eligible for PA, you must contribute 30% of your family's gross income towards the cost of your shelter.

My family is seeking shelter from the Department of Homeless Services. I have reviewed and have had the above "Statement of Client Rights and Client Code of Conduct" explained to me and I understand it. These rights and responsibilities will help my family achieve independence and find a permanent place to live. I understand that my family has the right to file a grievance with the shelter operator and/or DHS without fear of getting in trouble.

IF MY FAMILY DOES NOT FOLLOW THE CLIENT CODE OF CONDUCT:

- 1. I or my family may have to leave the shelter and have our shelter/temporary housing assistance discontinued if we do not follow the Client Code of Conduct, even if we refuse to sign this document.*
- 2. My family will not have its shelter/temporary housing assistance discontinued if we cannot obey the Client Code of Conduct due to an appropriately documented physical or mental impairment.*
- 3. My family has a right to challenge a decision to discontinue shelter/temporary housing assistance by requesting a New York State Fair Hearing and/or an agency conference with DHS.*

Print Name	Signature	Date
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Print Name	Signature	Date
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Print Name	Signature	Date
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STAFF: *I have explained this form to the client.* [] Client refused to sign.

Print Name/Title	Signature	Date
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