

PRIDE SHELTER TRUST

PRIDE SHELTER TRUST, 1 MOLTENO ROAD, ORANJEZICHT, CAPE TOWN 8001 - TEL: 021 423 2871



RULES AND REGULATIONS

Welcome to The Pride Shelter!

Our centre offers short-term residential and psycho-social support in a inclusive and affirming environment for LGBTI+ people during a period of crisis and/or trauma. This requires that all residents at the centre abide by a set of rules and regulations that aim to ensure that the facility runs smoothly, enables safety and promotes a proactive environment. **Please read through these rules and regulations carefully.** Every resident receives a copy of this document to read when they join us, and must sign a pledge form to indicate that they have read and understand the rules and regulations *and* agree to abide by them. If you are unsure about any rule or regulation, or even the meaning of a word, please ask the House Manager or other designated staff person to assist with this. A copy of this document is available at all times on the bookshelf in the entrance hall.

1. **LENGTH OF STAY** The Pride Shelter offers LGBTQI+ individuals who have experienced or continue to experience crisis and/or trauma short-term, temporary accommodation for up to one month free of charge, with the option of extending their stay for up to two additional month at a nominal daily rate, for a total of three months. **However, if employed at the time of intake, or if employment is secured within the first month, payment of the daily fee will be applicable from the day of intake or the start date of employment respectively.** However, The Pride Shelter acknowledges the sensitive nature of those in crisis and/or trauma and, therefore, strives to assess client's cases on an individual basis. Negotiations regarding length of stay and periods of extension are therefore possible but remain subject to critical evaluation by The Pride Shelter staff and Board of Management.
2. **THERAPEUTIC ENVIRONMENT** In order to improve your personal situation, you will be required to undertake therapeutic activities and work as a team member. A program of counselling and psycho-educational sessions will be available to assist you with the crisis and/or trauma concerns with which you present.

During your stay, you are expected to engage in the following activities as part of the therapeutic environment:

- Attend individual and group counselling sessions
- Attend workshops
- Participate in group activities
- Explore opportunities for work
- Attend house meetings, and assist with house hygiene and cleanliness
- Ensure your sleeping space is clean and neat

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- Attend external sessions with specialists, if required e.g. doctors, social workers, psychologists, etc.
3. **DAILY RATE** During the first month, you will not be required to pay a basic daily rate if you are unemployed. However if you are employed, or able to afford it, a nominal daily rate will apply. After one month, a possible extension of two months at the daily rate will be confirmed by the House Manager in consultation with the Community Mental Health Coordinator. (See RESIDENTS WHO ARE EMPLOYED, point 23).
 4. **ABSCONDING** During your stay at the centre, staying out over night is not permitted unless prior arrangements have been made (see Rule 25). Should you stay out, even for one night, without prior arrangement, you will not be allowed to resume your stay. If you abscond from the centre and leave your possessions behind, we will keep them for a period of two weeks. If you do not return to collect them in that time, the House Manager will give them to charity and/or assist those who come to the shelter without clothing.
 5. **BANNED ITEMS** The following items must not be brought onto the premises by either residents or visitors:
 - Weapons, including guns and knives
 - Alcohol
 - Drugs, **including**, dagga, tik, heroin, crack, cocaine, ecstasy, "G", poppers, etc.

Should you possess a leatherman or army knife (not matter how small), it is to be declared upon intake and given to the House Manager for safekeeping until your departure.

6. **DRUG USE** The use of any drugs is strictly prohibited whilst staying at The Pride Shelter. Any resident found to be in possession of or using hard drugs (all drugs excluding marijuana) on the premises, or who tests positive for hard drugs in a drug test, will be evicted with immediate effect. This means that if a test is done at night, the resident will be obliged to leave that night. The shelter will keep the resident's possessions (if requested) for up to a week during which time such goods can be collected. In such circumstances the resident's are advised to seek the assistance of another shelter, or the SAPS. Please note that the House Manager has the right to test any resident on suspicion of drug use and may also choose to randomly test all residents in the house. The Pride Shelter is a sober, healing environment that houses many persons who are in the process of recovery from substance dependency/addiction. Therefore, any behaviour that may put such individuals at risk of relapse is dealt with extremely vigilantly.
7. **MARIJUANA USE** We do not condone the use of marijuana (a.k.a dope, weed, dagga). If a resident is found to be smoking marijuana on the premises, their stay will be terminated with immediate effect. However, if a resident tests positive for marijuana (only) on a drug test, they will not be asked to leave, provided that they are not smoking on or in possession of marijuana on the premises. Please note that the possession of marijuana is still a criminal offence.

If it is suspected that marijuana use is negatively affecting the resident's ability to proactively work toward their goals, the House Manager or Community Mental Health Coordinator will call a meeting with the resident to discuss the issue. Furthermore, if a resident has a history of chronic drug use/addiction and is found to be using marijuana, likewise, a discussion around the implications of such use will be had with the resident in question.

8. **ALCOHOL** Drinking of any alcoholic beverages is strictly prohibited on premises of The Pride Shelter. Should a resident choose to drink off premises, this is their own choice, although we do not encourage residents to drink at all whilst staying at the house. However, should a resident return to the residential facility in an intoxicated

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state (drunk) they will not be allowed back into the house until they are sober. If an individual has a history of alcohol dependency/addiction and is found to have started drinking again (i.e. they have relapsed), the resident will be given a warning and will be required to attend counselling to explore the issue, provided they agree to stop drinking. Should another relapse occur, the resident will be asked to leave (within a week) as The Pride Shelter is not a rehabilitation centre and does not have the capacity to support an individual who has relapsed into an addictive cycle.

9. **MEDICATION** All medication, including tablets and cough syrups, whether from a doctor or clinic or bought at a pharmacy or other shop, must be declared during intake, when you are admitted. If you obtain any medication after you have been admitted, you must inform the House Manager and/or the Community Mental Health Coordinator as soon as you bring it onto the premises. You are expected to take your medication by yourself. The centre does not store or look after medication. You are responsible for keeping your medication safely locked away.
10. **DAILY CHORES** All residents are expected to participate in daily chores around the house, as directed by the House Manager and/or Operations Officer. Such chores include preparing or cooking food, washing dishes, doing laundry, cleaning bathrooms or other areas, maintaining the garden and helping to look after the shelter's dogs. Chores/duties are allocated on a roster placed on the fridge. There is a duty book that specifies what each duty entails. Please do not swap chores with another resident.

You are expected to get up by 6.30am on weekdays (unless you work night shifts and have made an arrangement with the House Manager), make your own bed and tidy your dorm room within 30 minutes of doing so. You must also keep your dorm room and the residents' lounge clean and tidy at all times.

11. **SMOKING** Smoking within the building is strictly forbidden. You are allowed to smoke on the upstairs balcony or in the garden, but you must not discard cigarette buds on the balcony or in the garden, or into the road from the balcony or garden. Please clean up your cigarette buds and ashtrays.
12. **BEGGING** You are not permitted to beg for money, cigarettes or any other item either on or near the premises. This also applies to the De Waal Park area.
13. **NEIGHBOURS** As per the arrangement made with neighbouring properties, residents are not permitted to interact socially with the neighbours living next door to, or near, the centre, unless contact or communication is initiated by the neighbours themselves. Please do not ask the neighbours to assist you financially or in any other way.
14. **NOISE** The centre aims to provide a calm and peaceful environment. Excessive noise will not be tolerated. No shouting or loud music is allowed and the TV volume must please be kept low. Do not bang on the wooden floors or on the stairs.
15. **MONEY AND VALUABLE ITEMS** You are responsible for keeping your money and valuable items safely locked away. However, should you not have a lockable container and need to keep small valuable possessions safe, then please inform the House Manager who can keep small items locked away for you. The facility does not accept any responsibility for the loss or theft of or damage to your possessions. You must not ask staff or other residents for money. Staff and residents are not allowed to lend money to each other.

The South African Police Service will be called in the event of any resident caught in the act of stealing and/or behaving violently toward or threatening other residents and/or staff at the centre.

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16. **COMPUTER** Please do not use the centre's computer without the permission of the House Manager. When using the computer, there is a register book located with the House Manager in the office which you are required to sign. Computer sessions are limited to 30 minutes per person, unless otherwise negotiated. This is to ensure that all residents have access to the facility. **Please note: The computer facility is for work-related purposes only. Downloading of music, movies or other media is NOT permissible as it directly effects the bandwidth for office use.**
17. **OFFICE TELEPHONE** The office telephone is strictly for staff use only. No resident may use the telephone unless a prior arrangement has been made with the House Manager.
18. **BATHROOMS AND TOILETS** You must keep the bathrooms and toilets clean at all times. Only one resident may be in a bathroom or toilet at a time. Always lock bathroom and toilet doors when you use these spaces, and always knock before attempting to open a bathroom or toilet door.
19. **ACCESS TO ROOMS** You are not permitted to enter the office area unless explicitly authorised by the House Manager and/or a designated staff person. You may not enter the House Managers' bedroom at any time. You are prohibited from entering the large events room downstairs unless engaging in a group activity, attending an event or performing a daily chore.

Once you have been allocated a bed and dorm room, please make sure to stay there, unless alternative arrangements have been made with the House Manager. Please do not go into another dorm room unless you have been invited by a person staying in that room. Please do not visit other residents in their rooms at night.

Visitors and ex-residents are not allowed upstairs. You are allowed to socialise with visitors on the downstairs balcony, in the reception area, or in the garden (unless other arrangements with a staff member have been made), provided that you do not make any noise or cause any disruption to others (See VISITORS, point 28).

20. **WASTAGE** Running the centre is expensive. Please do not waste food, water, electricity, toilet paper, cleaning items or any other amenity.
21. **INTIMATE RELATIONSHIPS** The centre strives to provide a safe and comfortable space for all the residents. We promote the respect and privacy of each individual. Supportive friendships are encouraged, however, sexual encounters are not permitted within the house. Nudity and explicit, indencent behaviour, are not permissible, and gender sensitivity, along with non-sexist language and intent, must be adhered to at all times. Residents **may not** sleep in the same bed, including couples.
22. **MEALS** Please be punctual for and attend any meal that is provided. You may only be excused from a meal by the House Manager. You may not remove food from the kitchen, pantry or fridge without the House Managers' consent. No food is to be taken upstairs, including bedrooms, lounge and balcony areas. All kitchen utensils, appliances and containers are to please remain in the kitchen. ALL tupperwares are property of the house and are not to be taken off premises by any resident, unless an arrangement has been made with the House Manager.
23. **RESPECT YOUR SURROUNDINGS** Please respect your surroundings at all times by ensuring that the house and garden are kept clean and tidy. Littering is not allowed. You will be charged for any items that you damage or break.
24. **RESPECT OTHER RESIDENTS** The centre is designed to provide a therapeutic and inclusive space for diverse people. This includes people who you may think are very different from you because of their race, gender,

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gender-identity, sexual orientation, bodily diversity, age, language and religion, or because of the way they dress, act or speak. Some of our residents may be gay, bisexual, transgender, or gender non-conforming. Some will dress as women, others will dress as men and some may dress as both. **The centre is a therapeutic space where diversity and difference form part of the healing process, and tolerance and acceptance without prejudice and stigma is learned and encouraged.**

Please respect all residents' equally at all times. Negative or insulting comments, jokes or gestures that may offend another resident or a visitor will not be tolerated. Residents are expected to converse in English within the house, but may speak another language in private conversation provided they do so when not in the presence of someone who cannot understand or speak the language.

Respecting other residents also means that you must respect their privacy and confidentiality. Do not ask personal questions – other residents could be offended by your curiosity. Rather allow them to tell you more about themselves when they are ready. Do not gossip or spread stories about other residents.

25. **RESPECT STAFF** You are requested to be courteous towards staff, residents, visitors, guests and consultants, at all times. If you threaten or are violent towards any staff member, you may be evicted from the shelter at the House Managers'/Community Mental Health Coordinators' discretion.
26. **PARTICIPATE IN THE PROGRAMME** The centre provides short-term accommodation and psycho-social support for persons who are experiencing a crisis and/or trauma. During your stay, the centre, with its staff and compliment of trained volunteers and intern counselling students, will endeavour to assist you with your emotional and situational concerns. If you are unemployed, you will be expected, over and above participating in programmatic activities, to search for work opportunities. Some residents may have counselling sessions with an external mental and/or medical health care practitioner, or attend other appointments. The House Manager is entitled to request confirmation that you have attended such appointments.

All residents must attend residents' meetings and other compulsory group activities organised at the discretion of the staff, unless they have excused themselves with a member of staff due to valid reasons, e.g. work/self-improvement related. For residents who wish to attend a faith based event, this is encouraged, and spirituality groups may be held at the centre in consultation with the staff team.

Residents are actively encouraged to take part in programmes offered by other organisations. The House Manager is entitled to request proof of your participation in such programmes.

27. **RESIDENTS WHO ARE EMPLOYED** The centre actively encourages all unemployed residents to find work in order to become independent. Employed individuals are given priority access to bathroom facilities in the morning in order to get ready for work.

In the event of an already employed individual becoming a resident at the centre, the House Manager is entitled to charge a nominal daily fee, as determined by the Board of Directors, from the date of intake. If a resident becomes employed during their stay at the centre, they can apply to extend the period of their stay for a maximum of two months. A review of the resident's behaviour at the centre will be taken into account when reviewing the application. During the additional two months, the resident must pay a nominal daily fee, as determined by the Board of Directors.

If the resident cannot afford to pay this fee on a daily or weekly basis due to the fact that they may not have any money and will only receive their first salary/pay after their first month at work, they must pay the Pride Shelter Trust, in cash or by bank transfer, the total amount due on receipt of their salary/pay.

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28. **SAFETY AND SECURITY** It is important that everyone at the centre feels safe at all times. Everyone is responsible for their own and other residents' safety. Always keep relevant doors and gates locked, as per the House Manager's instructions, and do not allow strangers to enter the house. No resident may be given keys to the centre.

No resident is allowed to leave the house after 6pm without the House Manager's or staff member's consent. All residents leaving the shelter must complete the *sign out book*, and sign in on their return.

All residents must be inside the shelter by 6pm on week nights and by 10pm on Fridays and Saturdays, unless an alternative plan has been made with the House Manager (See point 27 below). The House Manager has the right to deny any request to remain out after these hours. If you stay out until 10pm on Friday or Saturday, it is your responsibility to communicate with a staff member by 12pm midday whether or not they should cook for you. If you do not let them know, they will not prepare food for you and you will be responsible for making your own meal arrangements for that night.

The House Manager/staff person has the right to search any resident, or their possessions, at any time, if they deem it necessary. She/he also has the right to request a urine drug test from any resident.

If you feel threatened, intimidated or harassed in any way by another resident or a visitor, you must inform the House Manager immediately.

29. **WEEKEND/WEEKDAY STAY-OUT** Residents may make arrangements to stay out during the week or over the weekend. However, residents will be required to return to the residential facility by NO LATER than 10am on Sunday (for weekend stay outs) and are personally responsible for arranging alternative sleeping accommodation for themselves on the nights they are away. Residents may not return to the residential facility after 10pm at night, unless prior arrangement has been made. Residents are only allowed back into the house after 8am the following morning. In order to stay out, residents are required to complete and sign a "Stay-Out/Weekend Stay-Out" form in consultation with the House Manager or Community Mental Health Coordinator. Weekend arrangements MUST be made before Friday at 12 midday, otherwise the resident will be required to stay at the residential facility over the weekend.

30. **VISITORS** Visiting hours are during the daytime over the weekend. The House Manager/staff member on duty is authorised to instruct any visitor to leave the premises, and may deny any visitor access to the premises. You are only allowed two visitors at a time, unless otherwise indicated, such as in the case of a family mediation session.

Professional visits by social workers, psychologists, doctors or other professionals are not limited to visiting hours, but must be negotiated with the House Manager/Community Mental Health Coordinator in advance. When possible, a private counselling room can be made available for the visit.

You are expected to clean up any litter, including cigarette buds, left by your visitors. You must encourage your visitors to treat the other residents and the staff with dignity and respect and not to make any noise. You are not permitted to bring any strangers, including vagrants, onto the premises.

Visitors may only enter the office area with the House Manager's consent. Visitors are allowed in the following areas only:

- The reception area
- The downstairs balcony

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- The garden

31. **NEGOTIATION OF RULES AND REGULATIONS** The rules and regulations of the centre are determined by the Executive Committee of the Board of Management of the Pride Shelter Trust, and are aimed at establishing a safe, tranquil, nurturing and therapeutic environment that is able to accommodate a range of diverse LGBTI+ persons with respect to gender, culture, race, age and religious affiliations - who are experiencing a crisis and/or trauma. While the House Manager and Community Mental Health Coordinator are charged by the Board of Management to enforce the rules and regulations, they may not be amended.

Residents are encouraged not to negotiate these rules and regulations with the House Manager and /or other staff persons. However the facility encourages feedback and positive alternatives in writing to be directed to the House Manager and the Board of Management. All replies from the Board will come via the House Manager/Communtiy Mental Health Coordinator.

32. **TRANSGRESSION OF RULES AND REGULATIONS** The rules and regulations will be enforced strictly and consistently. The House Manager will document any breach of a rule, and will take the following actions:

32.1 In the event of a serious transgression (Please see Serious Transgressions document) the Manager is authorised to evict a resident from the premises with immediate effect without any obligation to find or provide them with alternative accommodation. When possible, the House Manager will promptly discuss this with the Community Mental Health Coordinator, and an external Psycho-Social & Mental Health Consultant, as well as a member of the Executive Committee before taking this action.

32.2 In the event of a minor transgression (Any transgression not listed on the Serious Transgressions document), the House Manager will take the following steps:

1. If a resident commits an initial minor transgression, issue a verbal warning to the resident informing them they have transgressed a rule.
2. If the resident commits a second minor transgressesion (the same as the first or another rule), issue a formal written warning which the resident will be required to sign.
3. If the resident commits a third minor transgression, issue a formal written warning which the resident will be required to sign.
4. If the resident commits a fourth minor transgression, issue a formal written warning which the resident will be required to sign.
5. If the resident commits a fifth and final minor transgression, issue a formal 7-day eviction notice which the resident will be required to sign. The resident is then responsible for making transport and accommodation arrangements in order to depart the premises before/on the date given.

Please note: Any decision of the House Manager in consultation with the Board of Management is final and binding. Importantly, if a resident is evicted from the centre, the Board of Management is not under any obligation to provide alternative accommodation or care of any sort.

The Board of Management

The Pride Shelter Trust

First drafted: May 2011

Last updated: January 2018