



BERGEN COUNTY HOUSING, HEALTH AND HUMAN SERVICES CENTER

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House Rules and Code of Conduct for Community Guests

1. Community Guests are allowed to come into the Center at 9:30 am. Community guests may not arrive on the property before 9:00am and must leave by 6:00pm.
2. Alcoholic beverages and illegal substances may not be brought into the Center or onto the grounds.
3. Guests in the Center or on the grounds in an impaired condition will be assessed and referred for appropriate care.
4. If the Center team determines that emergency help is required, guests must cooperate with police, EMTs, and/or ambulance workers when they arrive.
5. Security staff may search items brought into the Center or onto the grounds at any time.
6. Food and open containers of any kind may not be brought into the Center.
7. Weapons of any kind may not be brought into the Center or onto facility grounds and will be confiscated by security (box-cutters, jackknives, other tools etc. will be returned upon your exit).
8. All areas in the Center are "smoke-free". Smoking is not permitted anywhere in the building this includes the loading dock. The only appropriate smoking area is located next to the building and has benches and receptacles. Please distinguish all cigarettes in the receptacles provided.
9. Guests must comply with all fire and safety regulations. Smoke detectors and carbon monoxide detectors may not be disconnected, or batteries removed, at any time. Guests must agree to participate in all fire drills, evacuating the building until staff determines that it is safe to return.

10. Children are welcome to attend services and meals but they must be accompanied by their parent/guardian at all times. If staff/security have any concerns regarding the care giver or length of time a child is here at the Center this privilege may be revoked.
11. Community Guests who come to the Center in a vehicle must keep their vehicle in the parking lot only while they are accessing services. There is no smoking or hanging out in vehicles or using drugs/alcohol on county property. Security may make inquiries at any time regarding any activity they observe while you are in your vehicle on county property.
12. Pets are not allowed at the Center.
13. If a community guest has a problem with another guest for any reason they are to report it to staff and or security rather than deal with it directly.
14. **A community guest may be asked to leave immediately for the following infractions:**
 - Tampering with smoke detectors, building systems, security cameras and/or carbon monoxide detectors
 - Stealing
 - Possessing a weapon
 - Use or possession of alcohol or illegal drugs on-site
 - Sharing, selling, buying or taking prescription drugs in any way other than as prescribed in the Center or on the grounds.
 - Prescription medications may not be shared, sold, bought, or taken in any way other than as prescribed in the Center or on the grounds.
 - Smoking in the building
 - Threatening guests or staff
 - Failure to follow rules
 - Failure to cooperate with Security

In these situations, police may be called and charges may be filed.

Next Step Program

1. The Next Step Program is the single point of access for all Center services. Community Guests are welcomed to participate in services during the scheduled hours (9:30-11:00am and 1:00-4:00 pm).
2. The Next Step Program is a working environment. Guests are expected to work quietly and collaboratively with each other and with staff. It is expected that guests who regularly participate in the Next Step Program complete an intake interview and work with staff to identify and achieve goals (Step Plan).
3. Services provided are focused on assisting individuals to meet objectives of their “Step Plan” in regards to housing, employment and individual goals.
4. Next Step is not:
 - a. A hangout or a social club
 - b. A personal office for unlimited use of copiers, faxes and phones.

5. Community Guests do not have access to any area except the community areas. Community guests may not be in any shelter areas under any circumstances.

Meals

- Community Guests are welcome to come for lunch and/or dinner. Guests are expected to wait on line and should not arrive earlier than one-half hour before the meal (11:00am or 4:30pm) and anyone who causes a disturbance during the meal process will be asked to leave regardless of the reason. Disturbances include:
 - a. Cutting a person in line
 - b. Exhibiting threatening, bizarre or unsafe behavior
 - c. Making rude, insulting or prejudicial comments to other guests, staff or dinner servers
 - d. Using foul language that is audible to others
- You must leave your belongings in the lobby during meal times.
- We expect that all guests will participate in the Biometrics system which includes scanning a finger image so that we can properly account for the number of meals served.
- Community Guests must leave the Center grounds by 6:00pm unless they are participating in evening programs.

Violations to these rules are considered serious and guests who are not in compliance, despite counseling and assistance, will be asked to leave the Center.

Policies

Several Center policies may be attached for your reference.

GUEST RULES and RESPONSIBILITIES

ACKNOWLEDGEMENT FORM

House Rules and Code of Conduct for Community Guests describe important information about The Bergen County Housing, Health and Human Services Center Shelter Program policy and procedures, and I understand that I should talk to program staff or management regarding any questions not answered in the handout.

Since the information and policies described here are necessarily subject to change, I acknowledge that revisions to the handout may occur. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify or eliminate existing policies. Furthermore, I acknowledge that this handout is neither a contract of service nor a legal document.

I have received the handout, and I understand that it is my responsibility to read and comply with the policies contained in it and any revisions made to it.

Print Community Guest's Name

Guest Signature

Date

Staff Signature

Date