

## MOSAIC INTERFAITH OUT OF THE COLD (MIOTC) - GUEST AGREEMENT

Mosaic Interfaith Out of the Cold by Blue Door is committed to providing a safe, calm, and supportive environment for all. As such, our shelters rely on rules and policies which must be followed by all those who choose to use our services.

**MIOTC is a private entity operated on private property, and reserves the right to deny service to anyone and/or ask anyone to leave the program at any time, if our staff deem the person to be in violation of our policies. MIOTC reserves the right to check belongings of any individual at any time.**

### Decision Making Procedure:

1. Guests are to follow staff instructions. If staff ask a guest to do something or stop doing something, guests must comply immediately.
2. Guests must leave site when asked. If you fail to leave site, the police will be called to remove you and an immediate suspension from the program will be issued.
3. Guests are not allowed to approach volunteers about complaints and/or conflict resolution. Only MIOTC staff members are authorized to deal with complaints and/or conflicts. If a staff member asks a guest to refrain from speaking with volunteers, the guest must comply immediately.
4. Guests must utilize the proper channels to discuss concerns or complaints. Guests are entitled to fill out a complaint form available at the front registration desk, or to speak to the Program Director by calling (905) 955 9964.

### Guest Rules and Responsibilities:

- Verbal or physical abuse of staff, volunteers, or other guests will not be tolerated (including racial or sexual comments).
- Guests must refrain from ANY behaviour that interferes with the orderly operation of the shelters. Guests must treat other guests, and staff with respect & dignity.
- Any use of racial or discriminatory language will result in immediate removal from the program.
- Intimate or inappropriate sexual behaviour or possessing sexually explicit material of any kind is not allowed.
- Possession of firearms or weapons is not allowed. Guests must turn in all weapons including but not limited to, firearms, knives, sharps/needles, mace, pepper spray, etc.
- Possession of drugs, alcohol or drug paraphernalia on the property (or 1/2 km radius) will not be tolerated.
- Selling, trading, or giving away any drugs on the property (or 1/2 km radius) is not allowed.
- Stealing from the site, staff, guests or surrounding homes or businesses is not allowed.
- Guests are not allowed to arrive early on site, and are not to be within a ½ km radius of the area before 5 pm. Guests must leave the site by 7:30 am.
- Guests are not allowed to leave the site once they sign in, and must remain on shelter property (no loitering around neighbouring residences or businesses. Guests must stay within designated areas both indoors and outdoors.
- Guests are not allowed to ask staff for a vehicle ride outside the property.
- Guests are not allowed to ask staff for any kind of special privileges (financial help, extra tokens, food or any other items). All requests for assistance must be made to the Program Manager.
- All staff/volunteer interaction is limited to the shelter. Do not contact staff/volunteers outside of the program.
- Guests must take a shower and wear clean clothing when requested.
- Guests are to provide truthful and accurate information to staff including their housing status, medical information, and possession of substances and/or weapons.
- Destruction of any shelter sites/property will not be tolerated. Guests are not allowed to spit on the floors, walls, ground etc. or to damage property in any way.
- Urinating or defecating is not allowed anywhere on the property or within ½ mile radius (other than a designated restroom).
- If you appear impaired/medicated/intoxicated, our staff reserves the right to check your belongings, temporarily take possession of your medication, street drugs and/or alcohol, and/or refuse you entry to any MIOTC shelter.
- Smoking of any substances is not allowed indoors, and only allowed in designated smoking areas and at least 9 metres away from the building entrance or exit. Guests are to use designated containers for cigarette butts only.
- Pets are not allowed unless the animal is a service animal.
- Guests are responsible for the safe-keeping of their own property. MIOTC will not hold or monitor any guest's belongings and is not liable for any lost or stolen property.

**Need Help? Dial 2-1-1 Toll-Free: 1-877-330-3213**