

Boaz night shelters – client code of conduct

The Boaz night shelters for men and women are open from October to April each year. They are run by volunteers. The aim of the night shelters is to offer a safe and welcoming place to sleep through the winter months. We have written this code of conduct to try and keep everyone safe and secure and to help the night shelters run smoothly.

1. **Please treat everyone, including other night shelter guests, with respect**, whatever their background, ethnicity, religion, sexuality or political views.
2. **Please treat all volunteers with respect.** They give their time for free, and we could not run the night shelters without them.
3. **Please don't ask volunteers for money.** If you need to find a solicitor, or food, or somewhere to go in the day, our volunteers can give you some helpful information, but they can't give you money.
4. **You must be at the reception venue in time for your transport to the overnight venue.** We cannot pay for a bus or taxi to take you on your own.
5. **Please obey the specific rules of each venue and respect the buildings and their contents.** Please ask before you enter another room, use equipment or take anything (including food from the kitchen).
6. **If you leave the overnight venue, you will not be able to return that night.** This is for the safety and security of the venue, the other clients and volunteers.
7. **The venues are used during the day so the night shelter equipment must be put away every day.** Please help pack away and then be ready to leave on time each morning.
8. **If you miss 3 nights in a row, you will lose your place in the night shelter.** If you know you will be away for more than 3 nights, please tell the venue coordinator or phone the Boaz Trust office, on 0161 202 1056, telling them the dates you will be away.
9. **There must be no drugs or alcohol in the venues.** If you have drugs or alcohol or are clearly under the influence of these, we will ask you to leave immediately.
10. **We want our night shelters to be safe for everyone. Threatening behaviour, aggression or violence towards volunteers or other guests will not be tolerated.** Anyone who acts in this way will be asked to leave and may be excluded from the night shelter in the future. If necessary, the police will be called.
11. **Finally, if you have any concerns, complaints or compliments about any aspect of the night shelter, please speak with the venue coordinator, or contact the Boaz office directly.**

I have read the Code of Conduct, and agree to abide by it.

NAME: _____ SIGNED: _____

DATE: ____ / ____ / ____