

Sample “Good Neighbor Policy”

There are some basic rules you should follow to be a good neighbor. The ultimate goal is to live in peace and harmony. You should do whatever it takes to prevent hostilities and tensions with our neighbors.

- In an effort to respect our neighbor’s personal space and property, the following will not be permitted:
 - Littering;
 - Loitering within a 2 block radius of [Shelter address];
 - Loitering outside of neighborhood residences and establishments
 - Spitting;
 - Use of profanity;
 - Loud music or yelling in the neighborhood.
- Obey noise ordinance laws. If you are asked to lower the volume of a radio or your voice, be friendly, respectfully excuse yourself and lower the volume.
- A friendly smile and wave to a neighbor goes a long way toward creating a pleasant atmosphere within our neighborhood.

If the above rules are violated you will be conferenced by [Shelter] Social Services staff. The third violation will result in a conference with DHS’s Program Analyst and a fourth infraction will result in immediate transfer. Immediate transfers for illegal or threatening behavior will be at the discretion of [Shelter Provider] and DHS.

Do’s and Don’ts – include specifics to reflect the Good Neighbor Policy

- Do not behave in a manner that disrupts the orderly operation of the shelter. Treat our staff, other residents, volunteers, vendors and neighbors/members of the community with courtesy and respect. Verbal abuse will not be tolerated. Excessive violations may result in discharge from [Shelter facility].
- Please be fully clothed in public places within the facility. (Pajamas, slippers, bathrobe, etc. are not appropriate. **Your Case Worker will not meet with you if you are not dressed properly**).
- Inform the staff of any serious illness or injury to yourself [or your family member].
- You must comply with all security procedures and regulations including participation in fire drills, following directions of staff, and cooperating with the facility’s entry and exit control. **You must sign-in every time you enter or exit the facility.**
- You must have an identification card.
 - Whenever entering the facility and clearing the pass control process (walking through the magnetometer and having all belongings and your person security screened), you are required to sign-in, leave your [Shelter facility] identification card and pick up your room key at the security booth.
 - When you exit the facility you are required to sign-out, take your [Shelter facility] identification card and leave your room key at the security booth.

Storage of Items

Only 2 bags per person are permitted to come with you to the shelter, nothing more is allowed and storage will not be provided for additional belongings.

- If you are found ineligible or are transferred to another facility, your property will be moved to your new location. . Keep in mind that [Shelter facility] will only store your personal belongings for **one week (seven (7) days) before being discarded.**
- **If something is confiscated from you, you have seven (7) days to move the confiscated item(s) to a storage facility in the community.**
- [Shelter facility] does not store items. Please see your Case Worker about storage in the community. Storage assistance may be available through the Human Resources Administration (HRA).

Domestic Violence

- We are required by the City of New York to report any suspected cases of domestic violence to the authorities.

Around the Neighborhood

- In the neighborhood, you will find a Laundromat, supermarkets, fruit stands, and public transportation (buses and subway).

About Our Curfew

- You must be in the facility by curfew time: **EVERY DAY for SA and AF by 11pm for FWC 11pm during the summer for the entire family. When schools starts, curfew remains 11pm for all adults but for children, they must be in the unit with a parent or legal guardian by 9pm.**
- Violations of the curfew policy will result in your discharge from shelter.

Visitors Policy

- **No visitors are allowed in your room, unless they are from an appropriate agency as verified by staff at [Shelter facility]** (example: a nurse, priest, pastor etc.).
- **Other residents are not allowed to knock on your door or enter your room.**

Meal Time

- **Breakfast:** Monday to Sunday, [X:XX] AM to [X:XX] AM
- **Lunch:** Monday to Sunday, [X:XX] PM to [X:XX] PM
- **Dinner:** Monday to Sunday, [X:XX] PM to [X:XX] PM

A Few Other Important Items

- Any needed repairs should be reported immediately to your Case Worker, Operations or Social services staff
- Hot plates, rice cookers, heaters, air conditioners, microwave ovens, toaster ovens, and electric pots are **not** allowed in your room. If any of these items are found in your room it will be confiscated and kept in **storage for 24 hours. You must find storage for your confiscated items or they will be disposed of.**
- **You are not allowed to burn candles or incense in your room. This is a fire hazard.**
- No decorations on walls or doors and no curtains hanging in room doorway.
- **Food, milk, juices or sodas should not be placed on window sills, inside or outside.**
- Cooking is not permitted in your room unless Kitchen is provided in the unit.
- Food from the cafeteria or other outside sources cannot be brought to your room unless it is approved by the Site Director's verification of pertinent medical documentation.

- Regarding personal property and belongings - **ONLY two (2) bags per person are allowed. Any extraneous property/belongings must be removed from your room. Speak with your caseworker regarding storage as provided via HRA and public assistance.**
- No pets are allowed unless an approved ESA/Service Animal.
- Bags can be randomly checked for security purposes at any time within the facility.

Thank you in advance for your cooperation. We look forward to working together towards a brighter future.

I have signed read and understand the Good Neighbor Policy and agree to abide by them.

Case Worker

Date

Client

Date

Client

Date

