



**BISHOP DUDLEY**  
HOSPITALITY HOUSE

# **Guest Handbook**

**This booklet is a guideline for all guests who use services at the Bishop Dudley Hospitality House. Please refer to this handbook for shelter information, resources and expectations for a successful transition back to self-sufficiency.**

***Our Mission: To fulfill the Gospel call to love our neighbors as ourselves by recognizing the God-given dignity of each person and providing essential life services to those in need.***

**101 N. Indiana Ave., Sioux Falls, South Dakota 57103  
605-809-8424**

## ***Welcome to The Bishop Dudley Hospitality House***

We are pleased you are here with us at the Bishop Dudley House. We offer Open Doors and Open Arms to all who find themselves needing emergency shelter. Your well-being is our priority, and we will do what we can to assist you through this transition from homelessness to self-sufficiency.

The Bishop Dudley Hospitality House is an emergency shelter that provides the most basic human needs; shelter, food, showers, clothing, access to technology and resources to help you on your journey. This facility is not permanent housing. Shelter here is limited. This ministry is a refuge to get you connected to resources and employment. It is primarily funded through private donations from people who care about you and want you to succeed.

This document includes our rules and expectations. These must be followed for the safety of all guests and staff. This is our Code of Conduct, and your signature to this document indicates you understand these rules and you will abide by them.

If you choose not to follow these rules, you cannot stay here.

### **Admission Policy:**

We do not discriminate on the basis of race, religion, national origin, age, gender or sexual orientation; and there will be no rejection on the basis of past conduct unconnected to this shelter. You must be at least 18 years old. We are handicapped accessible and do not discriminate on the basis of disability or handicap. However, all guests must be able to care for themselves, we do not provide a level of care for individuals who need assistance caring for themselves. This means the ability to get to The Banquet or Union Gospel Mission for meals, get yourself into and out of bed, use the restroom and shower on your own and complete daily shelter chores.

### **Bishop Dudley House Schedule**

This is a ***Day Shelter*** and ***Overnight Shelter***.

#### **Day Schedule**

- Day room is open from 8am-5:30pm daily
- Lunch is served from 11:30am-12:00 Monday-Friday-- 3:30pm on Saturdays & Sundays
- Showers are available 8am-4:30pm excluding meal-times
- Laundry is available 8:30am-3:30pm by appointment
- Computer use is available all day in 15-minute increments
- Phone use is available all day in 5-minute increments\*

\*Private phone use for longer schedule calls is available by appointment in Resource Office 116

#### **Evening Schedule**

***Check-in for overnight shelter begins at 6:30pm nightly.*** Once you are checked into the facility and assigned a bunk, you are not permitted to leave. You may use the patios and lobby area, but cannot leave the building. If you leave you will not be allowed back in.

Beds will be assigned between 6:30pm-8pm. Employed guests may qualify for late- check in with employment verification. All guests are subject to our search process to enter the building during daytime hours and night-time Check-in. **Blankets** are seasonal and you must sanitize after use.

**Alcohol, drugs, weapons and personal food or drinks** are not allowed in the shelter or on the property. To ensure that BDHH maintains a safe shelter, free of violence for all, possession or use of dangerous weapons on property is prohibited. "Dangerous weapons" is defined by SDCL § 22-1-2(10) and include any firearm, knife or device, instrument, material or substance, whether animate or inanimate, which is calculated or designed to inflict death or serious bodily harm, or by the manner in which it is used is likely to inflict death or serious bodily harm.

You will be assigned a bunk. There is no guarantee that you will have the same bed or a bottom bunk each night. No one will be admitted after 8:00 pm and no re-entry will be admitted for guests who leave after checking in for the night. However, if you are working late or overnights, you will be allowed to enter after hours. A work verification form must be filed with the Case Manager.

- Check-in is from 6:30pm-8pm
- Showers are available from 8pm to 6:15am
- Laundry is available at 8pm, 9pm, and 10pm by appointment, or later if needed with staff permission.
- Wake-up call is at 6am\*
- Guests must be out of the overnight room by 6:45am. Failure to exit the building on time may lead to loss of services.

\*Wake up calls are available for early morning workers, please talk to staff.

### Expected Behavior

- , You must be courteous and treat everyone with respect.
- Weapons, alcohol, illegal drugs or drug paraphernalia are not permitted. This includes marijuana.
- Violence, destruction of property, theft, abusive language, sexual harassment, ethnic or sexual defamation, racial slurs and swearing are not tolerated.
- If you have difficulties with other guest seek out the assistance of staff.
- Smoking is permitted in designated smoking areas, not inside the building.
- Pillows and blankets are not allowed in the building to prevent the spread of bedbugs or other transportable insects and parasites.
- Men and women must stay in their assigned areas of the building. Sexual harassment will not be tolerated and there will be no sexual activity of any kind between residents or staff.
- All guests are expected to help with shelter cleaning (chores). You may volunteer for a cleaning job at Check-in.
- **Lockers are available for rent for \$10 per week or \$30 per month.** You may be eligible for a "chore exchange" to earn a locker. Talk to staff for eligibility.
- Urinating or defecating on the grounds of shelter properties is not allowed. You will clean up after yourself in the restrooms. Vandalism will result in expulsion from the shelter.
- Guests are not permitted in the laundry room, kitchen, pantry, or storage rooms without staff's presence or without authorization by staff.
- Residents are not permitted to operate laundry room equipment without permission.

## Pay for Stay

All guests are permitted to stay 30 nights for free. At the end of 30 days, your situation will be evaluated. You must have weekly contact with the shelter Case Manager.

31-60 days- \$35 per week/\$5 per night

61-90 days \$49 per week/\$7 per night

90-120 days \$70 per week/ \$10 per night.

## YOUR BELONGINGS-LOCKER PROGRAM

- The Shelter is not responsible for any valuables or belongings that are lost or stolen.
- The total volume of your belongings may not exceed what you can fit inside your locker. You may have two large bags that you can carry in one trip.
- Important personal belongings (papers, etc.) can be put in a locker and locked.
- Staff does not hold or dispense medications, prescribed or otherwise.
- You are responsible for your belongings. When you leave the building, all of your possessions, not stored in your locker, must be taken with you. Any possessions left behind are subject to being disposed of at 8am every day.
- Bishop Dudley House will not hold any possessions unless there is an emergency (i.e., the guest requires an ambulance and cannot take their possessions with.)

## KEEPING CLEAN

**SHOWERS:** We recommend showering daily with the facilities and resources available.

**TOWELS:** Staff can be asked for a clean towel and washcloth. You are required to place them in the dirty towel hampers in the bathroom. Only one towel is permitted per person.

**CLOTHING:** Guests are encouraged to regularly wash their clothes with the free laundry facilities available. If you have no clean clothes to change into, staff will attempt to assist you with locating clothing from the donations.

**BED LINENS:** Sheets must be brought up in the morning and put in the dirty laundry hampers. If a guest chooses to check out a blanket, it must be cleaned and then returned to staff. Blankets are seasonal.

**CONFIDENTIALITY:** The Shelter has very strict rules about confidentiality. Staff will not tell anyone who calls or comes here that you are here. If you talk to staff members about personal problems they will not tell other residents. We will however, share some information with other agencies, which are working with you and we will ask you to let us share further information by having you sign a "Consent for Release" form when you first arrive here.

**Mail and Mailing Address:** You cannot use the Bishop Dudley Hospitality House as a mailing address or receive mail at this location. The Banquet feeding ministry (across the street) provides mail services. Be specific to all resources, employers, etc. that your mailing address is NOT the Bishop Dudley House. Use the following as your mailing address.

### Address:

Your Name

900 E 8<sup>th</sup> St.

Sioux Falls, SD 57103

Mail is available for pick up during mealtimes and between 2:30pm- 4:30pm some days. Check availability with The Banquet. No mail delivered on Saturdays or Sundays.

**Meals: BDHH:** Lunch M-F 11:30am /Sat. & Sun.-3:30pm – **The Banquet:** M-F Breakfast 7am-8am: Dinner M-F 6pm-7:30pm/ Sat. Lunch 11:30am-12:30pm -- **Union Gospel Mission:** Breakfast 6am-6:30am, lunch 11:30a-12p, dinner 5:45pm-6pm daily. **Salvation Army-** Dinner Sat. & Sun. 5:30pm

### **IN CASE OF EMERGENCY:**

Quietly proceed to and exit through the nearest fire exit. Follow staff instructions. Do not leave the immediate area; you must be accounted for by the Shelter staff. If you leave the area, you will not be permitted back into the Shelter. Emergency exits are located in the Men's Day Room, Men's Overnight Room, Women's Day Room, Women's Overnight Room, in the Family Hallway there are two (2) emergency exits; one to the west and one to the north. The front entrance is also an emergency exits.

### **VIOLATIONS OF CODE OF CONDUCT:**

Bishop Dudley House staff reserves the right to suspend and revoke services, including issuing a trespass order through the Sioux Falls Police Department. A trespass order suspends all services for a period of time or permanently for violation of rules.

If the trespass order is violated, meaning you come on the property while trespassed, you will be subject to arrest by Sioux Falls Police and taken to jail for violating the order.

All penalties are subject to change at staff discretion. Penalties can range from losing day services to permanent expulsion. These penalties are a guideline, and a penalty for a longer absence of services at the shelter may be given if the situation deems it necessary. Thank you for your cooperation.

For example:

- Fighting, physical abuse, aggression and/ or violence toward other guests, staff or volunteers could result in a 6 month- one-year trespass.
- Verbal abuse, harassment, threatening behavior, racial slurs, excessing swearing could result in 30-day to 90-day suspension of services.
- Use of Alcohol and/or Drugs, including marijuana, on property could result in 1-week to 3-month suspension of services
- Vandalism to property and theft will result in immediate loss of services.
- Urinating and defecating on BDHH property and nearby neighborhood properties will result in a 1-month suspension of services.
- Excessive calls to Sioux Falls Police and Emergency Medical Services for habitual intoxication will result in a 3-month suspension of services.

**Masking:** Is currently optional, however, staff has the right to require masks at any time if guest is:

- **Coughing; Sneezing; Fever; Cold or Flu Symptoms- this is congregate living.** Masks prevent the spread of airborne diseases. In the event of cold, flu, COVID or other airborne illnesses masks may be required for all.

We pray for your success and hope that your time at Bishop Dudley Hospitality House helps get you on a path to self-sufficiency.

*"For I was hungry, you gave me food, I was thirsty, you have me drink, I was a stranger, you welcomed me, I was naked, you clothed me" - Matthew 25: 35*

Guest Acknowledgment

Date: \_\_\_\_\_

**Agreement to Rules and Code of Conduct:**

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

**Understanding of Locker and Pay for Stay Guidelines:**

Signature: \_\_\_\_\_

**Staff Witness:**

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Have you been vaccinated for COVID-19?

YES

NO

\*Vaccinations are FREE and available through Falls Community Health. (605) 367-8793  
For all health-related needs please contact Falls Community Health for an appointment.  
Bicycles, automobiles and motorcycles must be registered with the front desk.

**No guest is allowed to sit or sleep in their car in our parking lot at any time during the day or night. Cars with occupants sleeping in them will be towed immediately. Guests who are staying here are not permitted to occupy their vehicles on the street, in front of, or around Bishop Dudley House. This is an agreement we have with our neighbors and Police.**

Make \_\_\_\_\_ Model \_\_\_\_\_ Color \_\_\_\_\_ Year \_\_\_\_\_

License plate # \_\_\_\_\_