

Patron Use and Code of Conduct Policy

Purpose

Shiloh Compass Development exists to provide basic needs to individual families in need. The current services include: free clothing, showers, laundry services, and hot meals.

Our goal is to create a safe, respectful, and welcoming environment for all guests, volunteers, and staff. This policy outlines expectations for the use of our services and the behavior expected while on our premises. By following these guidelines, we can serve everyone with dignity and kindness.

General Guidelines

1. Check In – All patrons must sign in upon arrival. This helps us manage services fairly and track usage.
2. Waiting Area – Please remain in the designated waiting area until it is your turn for service. For safety reasons, do not wander through other areas of the building.
3. Personal Belongings – Bags and belongings must stay in the waiting area. An attendant will monitor them during your service.
4. Respect for Others – Treat all staff, volunteers, and other patrons with courtesy and respect at all times.
 - Profanity, verbal abuse, threats, or physical aggression will not be tolerated.
5. Conversations – Please avoid inappropriate, offensive, or heated discussions. Staff may ask you to stop conversations that disturb others.

6. Substance Use – Drugs, alcohol, and weapons are not permitted on the property.
Anyone under the influence may be asked to leave for safety reasons.
7. Rule Violations –
 - First violation: verbal warning.
 - Continued violations: you may be asked to leave for the day.
 - Repeated or serious violations (including threats or violence) may result in a temporary or permanent service ban, at the discretion of staff or leadership.

Shower Use Guidelines

1. Privacy and Modesty – Shower and dress inside your assigned stall only.
2. Time Limit – Please keep showers to a maximum of 5 minutes so others may also use the facility.
3. Supplies Provided – Towels, washcloths, soap, and shampoo are available.
4. Additional Items – Razors, lotion, and new undergarments (socks, underwear) are available upon request and as supplies allow.
5. Care Packages – Ask an attendant if you are in need of a hygiene or personal care package. One is allowed per month.

Laundry Service Guidelines

1. Load Limit – One load per session, based on machine capacity. Staff can assist if you're unsure about load size.
2. Supplies Provided – Detergent and dryer sheets are provided.
3. Process – Please remain in or near the waiting area while your laundry is being done. Respect others' time and laundry items.

Clothing Closet (Care Closet) Access

1. Standard Allotment – Each guest may receive two (2) shirts and one (1) pair of pants per visit.
2. Additional Items – Extra items may be provided depending on availability and individual need.
3. Footwear and Seasonal Items – Shoes, jackets, and other items are distributed based on urgency and supply.
4. Fitting Area – Please use designated fitting areas if available, and return any unwanted items neatly.

Meals and Hospitality

1. Meal Service – Meals are served at designated times. Please be patient and respectful of staff and others while waiting.
2. Cleanliness – Dispose of trash properly and keep eating areas clean for everyone's use.
3. Respect the Space – Remain in the meal area during service. Restrooms, showers, and laundry areas are for registered guests only.

Commitment to Dignity and Respect

Shiloh Compass Development is committed to treating every person with dignity and compassion, regardless of background, circumstance, or belief.

We ask that all who receive services uphold the same values of respect, kindness, and cooperation.

Enforcement and Appeals

- Staff and volunteers have the authority to enforce these rules for the safety and comfort of all.
- If a patron is asked to leave or receives a service restriction, they may request to speak with the **Program Coordinator or Director** to review the decision.
- The goal of any corrective action is **restoration**, not punishment — we want every person to feel welcome to return once they are ready to follow the guidelines.

Acknowledgment

By participating in services provided by Shiloh Compass Development you agree to follow this Code of Conduct and use all facilities respectfully.