



DNC Client Rules

Welcome to the Delano Navigation Center (DNC) Program. Flood Bakersfield Ministries, Inc. (Flood) Staff and Volunteers are working very hard to make your stay safe and comfortable. As a client of the program, you **must agree in writing to follow these rules at all times:**

1. Sign-in at the Navigation Center begins at 4:00 PM and ends at 11:00 PM. **Clients will NOT be allowed entry into the DNC before 4:00 pm for any reason including but not limited to using the restroom.** Clients will NOT be allowed entry into the DNC after 11:00 PM. **Clients may not leave the DNC after signing in for any reason.** If you leave, you will forfeit your spot for the day. No exceptions. *(This policy includes but is not limited to going to your car to retrieve personal belongings, cigarettes, etc.)*

2. Alcohol, drugs and recreational Marijuana are NOT permitted in or around the Navigation Center and they will be confiscated. At the discretion of the Site Leader or Program Manager, you may be excluded from the program for that night.

3. No weapons or objects that may be perceived as weapons are permitted. They will be tagged by security and kept until you leave. Firearms will not be allowed on the premises for ANY reason. Concealing a weapon will result in immediate termination from this program.

4. **We reserve the right to search all applicants for weapons (or items that could be used as weapons), alcohol, and illegal drugs.**

5. All prescription medication must be checked in with security upon entering the DNC in its original container. No medicinal marijuana will be checked-in without a valid Medicinal Use Card and must be 8oz. or less.

6. **All Clients must check in and fill out appropriate paperwork each day upon entry.**

7. Showers are *strongly recommended* for all DNC clients. Showers may be required if lack of personal hygiene becomes a risk to the health & safety of the population. Only One (1) towel will be given for showers. Showers will be timed by staff. Clients have a total of 20 minutes and will be given a courtesy knock at the 15-minute mark. *IT IS THE CLIENTS RESPONSIBILITY TO CLEAN UP AFTER THEMSELVES AFTER SHOWERING* (e.g. pick your trash and hygiene products up from the floor and shower areas). **Clothing assistance will be given out once a month and hygiene kits only once a week while supplies are available. Housed or Exited clients will NOT be allowed clothing or hygiene assistance.**

8. **No smoking inside the DNC.** There is a designated smoking area outside the DNC.

Smoking is only permitted in the designated area while staff or security is present. **This policy applies to E-Cigarettes and Vaporizers as well.**

9. In public areas, **shirts and pants are mandatory** for men and women at all times; socks and shoes are strongly encouraged.

10. **The evening meal is served at or around 6:30 PM. Please clean up around your area after you eat, and wear shoes when in the meal line. Should you have a spill, please notify staff quickly.**

11. There are no phones available for personal use inside the DNC. All personal calls should be made before coming into the DNC. All cell phones should be turned off prior to entry into the DNC, but may be turned on for use after regular check-in procedures are completed. **For privacy reasons there is no video recording or picture taking of facilities, clients, or staff.**

12. Client cars may be parked on DNC property, in designated areas, once the vehicle is registered with the program. A valid license and insurance are required. **Once you enter the DNC, you may not return to your vehicle for any reason.** You may not park your car in front of the DNC. Clients may not park in residential areas. Parking is restricted to DNC Operating Hours and must be off premises by 11:00 PM or will be towed at the owner's expense. **Clients can only park vehicles on DNC property to utilize DNC Services.**

13. Due to limited space and client safety, you are restricted to **TWO HANDHELD BAGS ONLY**. Shopping carts, excessive luggage, bags, bicycles, etc. will not be allowed in the DNC. Laundry services are first come first serve and clients are limited to one (1) load per day. **You must remain in the courtyard during the entirety of your laundry services. NO EXCEPTIONS!**

14. Clients are not allowed in the outside back-area of the DNC, storage containers, kitchen or any other rooms of the shelter other than the main halls and bathrooms. All other areas are off limits to anyone other than Program Staff.

15. **No one under 18 years of age will be admitted into the DNC.** If a client is an emancipated youth, official documentation proving emancipation must be presented at time of intake.

16. Donations will be handed out in an orderly fashion by the staff & volunteers. Clients will not interfere with donations being brought in or the distribution of donations. **Unruly behavior towards staff/volunteers may result in immediate termination or a 30-day suspension.**

17. The DNC Program operates as guests of the DADD. As a result, all clients are expected to be Good Neighbors. Clients have an obligation to comply with all state/local laws, ordinances, and Navigation Center rules. Clients are to behave in a courteous manner at all times. Complaints from residents, business owners, or public officials may result in warnings to the clients and expulsion from the Navigation Center program and/or other

Flood Programs.

18. **Any threats, obscene language, or acts of violence such as loud and disruptive behaviors, threatening language, taunting, spitting, slurs, fighting, etc. may result in expulsion.**

19.* Neither Flood, nor DADD, nor any of its volunteers, or vendors are in any way responsible or liable for lost, stolen, or damaged items that clients bring onto premises. **IT IS THE CLIENTS' RESPONSIBILITY TO TAKE ALL PERSONAL BELONGINGS WITH THEM, AND TO CLAIM THEIR ITEMS FROM THE SECURITY CHECK-IN. ANY ITEMS LEFT BEHIND MAY BE DISCARDED.**

20. Small animals are permitted in the DNC courtyard only and must be trained and polite. Pets cannot roam the grounds. Any pets displaying disruptive or aggressive behavior will be banned from reentry. Animals are the sole responsibility of the client and not the staff or security. No pets are allowed indoors the DNC or its shower trailer. Service/Companion Animals will be permitted ONLY with appropriate documentation (including all of the following: Up-to-date vaccination and registration for the City of Delano, and Letter of Prescription declaring the client to need said service animal) and approval by site-leader or management. A Service/Companion animal may be asked to leave at any time due to aggressive or disruptive behavior, or if the owner does not properly clean-up after the animal.

21. Cash is Never to be given to Staff, Volunteers, or Interns at ANY time.

22. Only the DNC Management on duty can expel/prevent any clients from staying at the DNC at their discretion. **Any conflicts between clients should be brought to the attention of the staff immediately. If you are asked to leave and you do not, you will lose your staying privileges.**

As a result of signing this form, I have read and do understand that neither Flood, any volunteers, service providers, DADD, Security, or any of the vendors providing services for the DNC Program will be responsible for any loss, theft, or damage to personal property, including, but not limited to, Bicycles, Carts, Luggage, Cell Phones and other items that are brought onto the premises of the shelter or other locations that the DNC uses for its clients. I understand that program rules may change as necessary and that I am required to abide by any amended rules and protocols as they are created.

I have read the above and agree to follow the Shelter rules.

Name (please print): _____

Signature: _____ Date: _____