

About oneROOF Youth Services

oneROOF Youth Services is committed to providing for the safety, support and overall well-being of youth who are experiencing homelessness, and youth who are at-risk of homelessness, aged 12-25, in Waterloo Region.

"one youth on the street is one too many"

oneROOF Youth Services

519-742-2788

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35 Sheldon Ave N, Kitchener, ON
N2H 3M1, Canada

Visit Our Website

www.oneroof.org

OVERFLOW

Youth Handout

House Rules

Hours of Operation

Your Rights

Responsibilities



oneROOF
YOUTH SERVICES

House Rules

FAILURE TO FOLLOW THESE RULES CAN RESULT IN A SERVICE RESTRICTION

Upon arriving, please turn in the following items to staff:

- WEAPONS
- DRUGS
- ALCOHOL
- TORCH LIGHTERS
- PRESCRIPTION DRUGS
- PARAPHERNALIA

Smoking will take place outside, in the backyard, NOT the front area.

Violence or threatening behaviour will not be tolerated. Stay in your own bed; there will be no bed sharing.

Be respectful to staff and residents.

Respect others' space; no sexual contact or horseplay.

The staff phone is for important calls only.

Keep a clean bed area and clean up after yourself.

Watching inappropriate TV shows or movies will not be permitted.

Any personal belongings left after Overflow closes (8:00am) will be disposed of, NO EXCEPTIONS.

Operating Hours

10:00PM	FIRST ACCESS
12:00AM	LIGHTS OUT, EVENING SNACK PUT AWAY
1:00AM	CURFEW
7:00AM	BREAKFAST, LIGHTS ON, FIRST WAKE-UP
7:15AM	2ND WAKE-UP
7:45AM	LAST "OUT" BEFORE CLOSING
7:45AM	BREAKFAST PUT AWAY
8:00AM	OVERFLOW CLOSES

Upon Arriving:

Please inform staff of anything you require, including but not limited to: shower, laundry to be done, new articles of clothing, winter accessories

Available Services:

- Snacks during the evening
- bagged breakfast before you leave
- Warm beverages available in the morning
- Showers available upon request (sign-up required upon access)
- Toiletries provided for showering
- We provide feminine hygiene and sexual health products

(see staff for details)

Your Rights

- Be treated in a non-judgmental and respectful way
- Be free from discrimination and harassment
- A fair and clear Complaints and Appeals process
- Provide feedback into shelter programs and policies using our Suggestion Box
- Be given information about services and resources in order to make informed decisions
- Have forms and requests for information explained
- Have personal information treated confidentially

Responsibilities

- Follow shelter rules
- Treat staff and residents with respect
- Respect the property and belongings of residents
- Work with staff to improve your housing situation
- Respect oneROOF property