

**Sec. 17b-800-4. Operating policies of shelters**

(a) An emergency shelter receiving department funding shall adhere to an admissions policy that includes the following requirements:

(1) The shelter shall not discriminate in the acceptance of clients on the basis of race, creed, color, religion, national origin, ancestry, sex, sexual orientation, gender identity or expression, marital status, age or disability and shall not reject clients on the basis of past conduct unconnected to the shelter or shelter program, except that a shelter serving homeless families shall not admit a person who is listed on the registry of sex offenders maintained pursuant to chapter 969 of the Connecticut General Statutes;

(2) The shelter shall maintain a process for screening all persons entering the shelter for obvious signs of illness, injury or intoxication from drugs or alcohol, and a process for referring those exhibiting such signs to an appropriate facility;

(3) The shelter shall ensure that any policy concerning a search of a person prior to admission is conducted so that the search does not unduly infringe upon the privacy rights of the individual;

(4) The shelter shall keep a confidential record of all clients admitted, referrals made, and services offered and the number of individuals who are refused admittance and the reasons for refusal, except in the case of refusal because of insufficient beds, in which case the shelter shall keep a record of the number of people turned away;

(5) The shelter shall not deny access to a client due to the client's inability to pay a fee; and

(6) The shelter shall establish a procedure for the release of information concerning a client who is listed on the registry of sexual offenders maintained pursuant to chapter 969 of the Connecticut General Statutes to a law enforcement officer in accordance with subsection (b) of section 17b-800 of the Connecticut General Statutes.

(b) House rules:

(1) The house rules shall be posted in a conspicuous location in a public area of the facility. Each client seeking admission to a shelter shall sign a form provided by the shelter indicating that the client was advised of the house rules and the penalties of violating the rules, and that the client agrees to abide by the rules. This form shall be part of the client's case file. The rules shall be clear, explicit and administered fairly. The house rules shall include the penalty for infringement of house rules. The penalty shall be clearly stated and enforced equally among the shelter's clients. The house rules and their penalties shall be periodically reviewed by the shelter, with input from shelter clients. Copies of the shelter's house rules and any subsequent revision thereof shall be made available to staff and clients and shall be provided to the department.

(2) House rules shall be reasonable, and shall address, at a minimum, the following:

(A) Daily schedule;

(B) Permitted length of stay and conditions under which extensions shall be granted;

(C) Client fees or contributions;

(D) Bed reservation or daily reapplication;

(E) Bathing;

(F) Laundry facilities;

(G) Meals, if served;

- (H) Safe storage of client food supplies;
- (I) Services offered;
- (J) Supervision and discipline of children;
- (K) Duties expected of clients;
- (L) A description of policies covering violent or disruptive behavior;
- (M) Privacy and confidentiality;
- (N) Fire evacuation and safety procedures;
- (O) Use and handling of prescribed medication;
- (P) Use or possession of alcohol, drugs or weapons;
- (Q) Visits from people who are not shelter clients;
- (R) Access to telephones;
- (S) Arrangements for safekeeping of client financial interests and personal belongings;
- (T) Policies for group meetings of clients;
- (U) Provisions for mail distribution; and
- (V) Access to medical services.
- (c) Grantees shall ensure that clients:
  - (1) Shall not be suspended or expelled from the shelter except for good cause;
  - (2) Shall be afforded hearings on grievances in accordance with sections 17b-800-6 and 17b-800-7 of the Regulations of Connecticut State Agencies;
  - (3) Shall be offered decent, safe, and sanitary shelter;
  - (4) Shall have shelter or shelter service matters pertaining to the client kept confidential;
  - (5) Shall have access, directly or through the client's designated representatives, to the client's shelter or shelter service records;
  - (6) Shall be treated by staff with consideration, respect, and dignity and without physical or mental abuse; and
  - (7) Shall be entitled to equal application of shelter or shelter services rules.

(Effective February 1, 1993; Transferred from § 17-590-4, June 28, 2013; Amended June 28, 2013)