



Operations Manual for Patrons and Staff

In response to God's commandment to love our neighbors as ourselves, the mission of The Glory Hole is to provide food, shelter and compassion to achieve physical and spiritual well-being for those most in need.

The Glory Hole
 247 S. Franklin
 Juneau, AK 99801
 (907) 586-4159 office (907) 586-4304 fax
www.feedjuneau.org
info@feedjuneau.org

TABLE OF CONTENTS

Welcome	3
Patron Rights and Responsibilities	4
Explanation of Rules and Guidelines	4
Equal Opportunity/Civil Rights Policy	5
Emergency Procedures Policy	5
Smoking Policy	6
Alcohol/Drug Policy	6
Weapons/Violence Policy	6
Confidentiality Policy	6
Program Eligibility Policy	7
Sign-Up Sheet Policy	7
Grievance Policy	7
Suspensions Policy	8
Downstairs Services	
Meals	9
Sack Lunches	9
Showers	9
Laundry	10
Free Clothes Shelves	10
Mail	10
Lockers	11
Television	11
Computers	11
Office Services	11
Shelter Services	
Overview (Fee, Length of Stay)	13
Check In/Out Times	13
Bedding	14
Possessions	14
Rules	14
Suspension Policy	15

WELCOME

Dear Patron,

The staff and board of The Glory Hole welcome you to this facility. We hope the services provided at The Glory Hole will assist you in your efforts to ultimately obtain and maintain permanent housing and self-sufficiency.

The Glory Hole was established in 1981. The mission of the Glory Hole is to provide food, shelter, and compassion to those in need. The Glory Hole provides breakfast, lunch, and dinner, as well as emergency shelter, transportation and social service referral assistance, mental health counseling on demand, assistance with ID acquisition, laundry, showers, and food boxes for non-shelter residents, as well as volunteer opportunities, and more. We also distribute community donations of clothing, camping gear, personal hygiene products, and other items to those who need them based on availability.

The Glory Hole is a non-profit organization with a volunteer board of directors, comprised of community members. We are not a government agency. The Glory Hole operates on community donations, state, federal, city, and private grants.

This Handbook has been developed to provide you with a guide to our services, our policies, and our expectations. It contains information on rights, responsibilities, rules and guidelines for acceptable behaviors and practices.

The Glory Hole does not require payment of fees by patrons to receive services, with the exception of the emergency shelter, where a nightly fee of \$5 is required and laundry and showers during the day, where a \$1 fee is required. A chore slip may cover the nightly fee, instead of \$5. A chore slip may cover the laundry fee or shower during the day fee, instead of \$1. The Glory Hole depends on volunteer labor to provide these services, so we encourage patrons to contribute what time and energy they can to keep our facility functioning smoothly.

RIGHTS, PRIVILEGES, AND RESPONSIBILITIES

Each patron of The Glory Hole has the right to be treated with dignity and respect and to utilize services provided by The Glory Hole. Patrons have the responsibility to treat the staff, their fellow patrons, and all volunteers, and visitors with dignity and respect. Additionally, patrons must comply with all of the Glory Hole policies and operating procedures.

Patrons who violate The Glory Hole's policies and operating procedures will be subject to penalties which may include having to leave The Glory Hole. Should you believe that your rights have been violated, you may appeal to the Executive Director to request resolution. You may appeal to the special sub-committee of the Glory Hole board, if your suspension is 6 months or longer and you feel that you have been suspended unfairly. Please see page 7 for more information.

Program rules and guidelines have been developed to encourage safety and smooth operation. It is our hope to provide patrons with services and/or care that recognize individual need and differences. We make every effort to accommodate special needs where safety and the needs of others are not compromised.

Equal Opportunity/Civil Rights Policy

Laws governing equal rights and opportunities will be strongly enforced throughout each of The Glory Hole's programs and services. No person seeking services shall be denied those services based on age, height, weight, national origin, physical or mental handicap, gender, sexual orientation, religion, race, gender identity, or political affiliation.

Displaying logos or insignia on your person (whether clothing or body) that are demeaning or offensive to any racial, ethnic, or gender groups is prohibited on The Glory Hole's property.

Emergency Procedure Policy

In case of fire, earthquake, or severe weather, staff may instruct patrons to safely evacuate the building or congregate in the safest areas available.

On occasion, The Glory Hole conducts emergency drills. If you are in the shelter when a drill occurs, you are expected to follow the instructions of staff and behave as if the emergency were real. These instructions are included as an appendix to this manual.

In the event of an emergency or a drill, you will be expected to follow staff instructions and quickly move to the designated safe location. You may not re-enter the facility until a staff person gives an all-clear signal. This procedure is strictly enforced during drills and actual emergency situations.

Smoking Policy

The Glory Hole is a tobacco-free facility. There are no designated smoking areas inside the facility or on the property, which includes the garden and the lot behind the shelter building. Patrons must leave the property to smoke, and must comply with CBJ ordinances. Patrons are responsible for removing their cigarette butts from any area adjacent to the Glory Hole. Throwing butts on the grounds is prohibited and is a violation of a City and Borough of Juneau ordinance.] For length of suspension, please see page 11 of this handbook. Spitting of smokeless tobacco products on the ground is also prohibited. Use of electronic cigarettes is also prohibited.

Alcohol/Drug Policy

Alcohol and illegal drugs are not allowed on the premises of The Glory Hole at any time. Information regarding treatment/detox services and options is available from staff. Patrons using or possessing alcohol or illegal drugs on the premises will be suspended from the Glory Hole. Please see page 7 of this handbook for the length of suspension.

Weapons Policy

Weapons are not allowed on the Glory Hole property:

- No storage in lockers or backpacks
- Because we understand that pocket knives are useful and often essential, patrons may possess reasonably sized pocket knives. Pocket knives cannot be used, displayed or be otherwise visible on the premises.
- Patrons who brandish or display pocket knives may be told to leave.
- Possession of weapons may result in suspension from the Glory Hole. Please see page 10 for the length of suspension.

Program Eligibility Policy

Services are provided on an equal opportunity first-come, first-served basis. However, to access Glory Hole services, a person must:

- Be at least 18 years of age or accompanied by a guardian (except for meals).
- Be able to independently provide self-care, i.e., the ability to get up and down from the bunks, and shower, toilet, and dress independently.
- Be free of contagious medical conditions, which may jeopardize the health and well being of others such as but not limited to, tuberculosis, ringworm, chicken pox, and measles, NIH1, etc. Please inquire about the Juneau respite program to see where you can go if you have such conditions and need to contact a medical professional.
- Be able to comply with the policies and procedures of The Glory Hole.
- Have blood alcohol level at or below .10.
- Be willing to take the breathalyzer test either randomly or for cause at any times.
- Not be a danger to self and others.

Sign-Up Sheet Policy

Some services are made available via sign-up sheets, most commonly, showers, laundry, haircuts and day labor. This practice ensures that each patron receives equal opportunity to sign up.

Grievance Policy

If you have any complaints or concerns about The Glory Hole's policies or procedures you are encouraged to bring them to the attention of the Glory Hole staff and/or the Executive Director, who is located upstairs on the second floor. The Executive Director's decision is final in most cases, with the

following exception. If you are suspended for six months or more and feel that you are being suspended unfairly, you may ask for a review from the suspension committee of the Glory Hole board. In order to have such a review, you must fill out a grievance form available from the Executive Director. The form will come with a stamped envelope, addressed to the committee. Please be sure to include good contact information with your form. The committee will review the form and contact you, to schedule a hearing, if they believe that a hearing is appropriate. It may also contact you in writing to inform you of their decision.

Suspension Policy

The following suspension policy applies to patrons in the day room, dormitories, and all other areas of the The Glory Hole. In addition to these policies, any crimes committed on TGH property may be reported to the Juneau Police Department.

Offense	Applicable Suspension
Sleeping in common areas other than the dormitories	Warning, then 2 nd warning then 1 day
Smoking in the building	1 st offense-1 month 2 nd offense- 6 months
Non-completion of assigned chores	1 st offense-possible discussion or warning or 3 days 2 nd offense-automatic 3 days 3 rd offense and more, automatic 1 week Note: if you signed up for a chore and call to let staff know that there is a legitimate reason you can not perform your chore, you will be excused from doing the chore and will have to do 2 chores the next day.
Use of inappropriate or vulgar language, verbal abuse or harassment , domestic violence disputes	1 st offense-1-6 months depending on severity of language and the nature of offensiveness. 2 nd offense 2 months to a year Note: If you have issues if fellow patrons or significant others, you must take it outside of the Glory Hole.
Urinating on TGH property	1 st offense-1 month

in improper locations	All other offenses-6 months
Possession of illegal drugs or alcohol on TGH property	1 year
Selling illegal drugs or alcohol on TGH property	LIFE
Possession of weapons on TGH property	1 year to life
Brandishing or Displaying pocket knives	1 st Offense 1 month All subsequent offenses 3 months to a year
Harassment (Physical or Verbal)	1 month – 1 year, depending on severity of incident Note: We must all get along. Homophobic, racist, sexist, and other remarks targeting a specific group will be treated extremely seriously and not tolerated. Hostile, inappropriate, or rude language towards the Glory Hole staff or anyone in the Glory Hole will not be tolerated. Loud hostile remarks towards others interfere with peaceful atmosphere in the day room and will not be tolerated and will result in a suspension.
Physically threatening behavior toward another patron or staff member, including spitting on other patrons or throwing light objects made out of paper or cloth at patrons, staff	6 months-1 year

members, or at anything else, including tables and chairs, and shelves.	
Acts of aggression or violence resulting in minor injuries to other patrons or staff members	1 year-LIFE
Acts of aggression or violence resulting in serious injury to another patron or staff member.	LIFE
Littering on TGH property, including improper disposal of cigarette butts	1 st offense- warning 2 nd offense- 1 day All other offenses- 3 days
Intentional damage of TGH property	1 month – 1 year depending on severity of damage caused
Returning to the Glory Hole after failing or refusing breathalyzer	1 st offense 3 days 2 nd offense 7 days 3 rd offense 2 weeks
Trespassing- entering TGH property while suspended	1 st offense-1 week All other offenses- 3 months
Trespassing- entering restricted areas such as the executive director’s office, kitchen, etc. without authorization	1 st offense-1 week All other offenses- 3 months
Trespassing- refusing to leave TGH dormitory or all TGH property when instructed to do so by staff.	1 st offense-1 week All other offenses- 3 months
Theft of any property on the Glory Hole premises, with a value of \$10 or more as well as useful items such as	LIFE

hardware, essential equipment, the stealing of which results in disruption to the Glory Hole operations, or the theft of any item belonging to a fellow patron or a volunteer, if proven, will result in a life time suspension. The suspension will be lifted only in absolutely exceptional cases.	
Misappropriation of TGH property (example selling food boxes or bus tokens)	3 months and patrons will be permanently banned from receiving the benefit they used improperly. Example- A patron who sells a food box will be banned from receiving food boxes in future.
Panhandling outside of TGH	Please do not panhandle in front of the Glory Hole. Police will be called. Panhandling in front of a business violates a CBJ ordinance.

A Note from the Executive Director Regarding Suspensions from TGH

Because of the extremely diverse nature of humanity and the world, the Glory Hole patrons may commit other offenses and behave in an inappropriate manner not covered in this handbook. Clearly, it is impossible to think of everything inappropriate that can be done. The Glory Hole staff, executive director, and the board reserve the right to refuse service to

anyone for any reason, as well as to suspend patrons for inappropriate behavior not covered in this handbook. The executive director will make a decision as to how long the suspension for inappropriate behaviors not covered in this handbook book will be. For example, this handbook does not specifically address putting sharp tacks on a chair of a fellow patron before they sit down with the intent to cause them pain; however, this is clearly inappropriate behavior, done with malicious intent, not tolerated at the Glory Hole, and will result in suspension.

SERVICES AT THE GLORY HOLE

MEALS

Meals are served at the following times:

Breakfast is at 8:30 a.m. except Sunday

Lunch is at noon except Sunday

Snack is at 3:00 p.m.

Dinner is at 6:00 p.m.

Sunday brunch is at 11:30 a.m.

Seconds are served after all patrons who arrived on time for the meal have been served. Patrons arriving late for meals are not guaranteed service. Set-aside meals are reserved for patrons who are late due to work schedules or for other reasons deemed appropriate by TGH staff. Set-aside meals must be consumed at TGH. You may call the Glory Hole or pre-arrange a set-aside meal with the Glory Hole staff.

Sack Lunches

People are entitled to three meals a day at the Glory Hole. A person may get up to three sack lunches per day. A sack lunch will be given to the person who is eating the sack lunch. You may not get a sack lunch for delivery to anyone else, except with special staff approval in limited circumstances. Sack lunches will be distributed to persons who are:

- 1) Working and are not present at meal times due to work.**
- 2) Who have confirmed appointments (medical, social service or job-related) that conflict with mealtimes.
- 3) Who have been suspended from TGH.

No dishes or utensils are allowed to leave TGH property.

SHOWERS/PERSONAL HYGIENE

Showers are available to patrons who are not staying in the emergency shelter via a signup sheet kept in the kitchen.

Towels, shampoo, and soap are available. Please be considerate of others and clean the room after you shower.

The Glory Hole Patron Handbook, p. 15

Continued access to shower privileges is contingent on respectful use of the shower facilities. Showers are limited to 10 minutes in length. If you do not clean up after yourself after using the shower facilities, you may be prohibited from using the shower again. Suspended patrons can use the shower facilities with the approval of the executive director. \$1 fee is charged for the usage of the shower during the day. One can substitute a fee with a doing a chore.

The Glory Hole is a communal living facility at night and warm place to stay during the day. Therefore, we ask each patron to use acceptable hygiene practices, i.e., shower using soap several times weekly, use deodorant, wash and wear clean clothing, brush teeth at least once daily, and do not use perfumes and colognes. Patrons with persistent hygiene issues may be asked to remedy these issues before being allowed to access the dormitories.

LAUNDRY

Laundry facilities are available Monday – Saturday afternoons to all patrons via a signup sheet kept in the kitchen. Laundry soap is provided. A chore slip is required to access laundry privileges. A payment of \$1 may be substituted for a chore slip. TGH staff members are responsible for turning the laundry machines on. Patrons are responsible for placing their clothing items in washing machines, and for promptly removing and folding their clothing. Clothing that is not retrieved from the laundry room within a reasonable period of time may be placed on the free clothing shelves or thrown out.

FREE CLOTHES

Patrons are welcome to take clothing items, shoes, or any other items from the free clothing shelves, provided that they leave the shelves in the same orderly condition in which they found them.

MAIL

The Glory Hole Patron Handbook, p. 16

Patrons can use the physical address of The Glory Hole (247 S. Franklin, Juneau, AK 99801) to receive mail. Kitchen staff will check the mail file for patrons as soon as they can when asked politely to do so. Phone requests to check for mail will not be honored. TGH is not responsible for lost or stolen mail. Mail will be held at TGH for three weeks, and then returned to the post office. Patrons needing long-term mail service are encouraged to use General Delivery at the post office. Please do not ask the staff to check for mail during, or immediately before or after meal times.

LOCKERS

Day room lockers are available for rent at a rate of \$5 per month. Sometimes, locks are available for loan from the office. Please ask the Executive Director on a first come first serve basis. Otherwise, patrons must provide their own locks. If there are no lockers available, patrons can add their name to a waiting list. Patrons may not rent more than one locker. No perishables are allowed in the lockers. All lockers are subject to random searches at any time. The Glory Hole is not responsible for any lost or stolen items from the lockers.

Wi-Fi

Wi-Fi Internet is available for patrons at no charge. A patron's internet privileges will be suspended if the patron views offensive or inappropriate materials.

OFFICE SERVICES

As time allows, the Executive Director and Projects Coordinator/Office Assistant will allow patrons to use the fax machine and photocopier during normal office hours. The office phone may be used by patrons for long distance calls with the permission of the Executive Director or Projects Coordinator/Office Assistant.

We are happy to assist patrons with filling out housing/employment/medical/public assistance forms as needed, and to make referrals to other social service agencies if requested.

If you have any other questions or problems or need to talk please feel free to talk to any staff, including the Executive Director, and Projects Coordinator/Office Assistant. We are here to help you and will do the best we can to do so as time allows.

COUNSELING SERVICE

Counseling services are available from JAHMI's outreach specialist and as needed from other mental health professionals. If you would like counseling, it is available to you and we encourage you to use it. Please contact the Executive Director to arrange for counseling. The executive director may suggest you get counseling if problems are observed.

FOOD BOXES

The Glory Hole distributes Holiday Food Boxes for Thanksgiving and Christmas as well as regular food boxes. Patrons staying at the shelter do not qualify for regular food boxes because there is no place to store the food. There is no monthly limit on the quantity of food boxes a person or a family can obtain.

LOST AND STOLEN ITEMS

The Glory Hole is absolutely not responsible for any lost or stolen items. Please do not leave anything valuable anywhere. It will likely get stolen.

TRANSPORTATION ASSISTANCE

The Glory Hole provides transportation assistance to job, medical, and social service related appointments. Please ask

executive director for assistance. Other transportation assistance may be available with the Glory Hole van. Please ask the shelter manager if your needs qualify.

THE GLORY HOLE GARDEN

The Glory Hole runs a summer garden program. Patrons are encouraged to help with all aspects of the garden operations. Please ask the executive director how you can get involved.

SUGGESTION BOX

A suggestion box is available at the serving counter if you want to make any suggestions or complaints.

HOMELESS IN JUNEAU BOOKLET

The Glory Hole staff and volunteers developed a booklet of all social services available in Juneau. The booklet can usually be found in the day room but if a copy is not readily available, please ask the executive director or any of the Glory Hole staff.

SHELTER/DORMITORY

The Glory Hole provides dormitory beds to men and women in need of emergency shelter. These dormitories are open to every one. All minors must be accompanied by a legal guardian.

A nightly fee of 5 dollars is charged to stay in the dormitories. A chore slip, obtained from kitchen staff after completion of an approved chore in the kitchen or day room, may be used for shelter entry in lieu of the fee.

The Glory Hole provides temporary emergency housing. Guests are allowed up to 30 days in the shelter. Guests must be searching for work and other housing. Extensions beyond 30 days must be approved by the Executive Director and will not exceed an additional 60 days. An additional extension may be obtained after day 60 to be permitted to stay for the last 30 days and will only be granted if there are absolutely no other options available. Persons having stayed in the shelter for 60 days will not be re-admitted for a one-year period of time.

Patrons are admitted on a first-come, first-served basis. Elders and mobility-impaired persons can go to the head of the check-in line.

Check In Time

- Monday through Sunday check in is at 9:30 p.m.
- Nightly charge is a designated fee or chore slip

Check Out Time

- Monday through Saturday is 8:00 a.m. Patrons must be up by 7:00 a.m.
- Sunday is 10:00 a.m.

Bedding

Fresh bedding is given out at first check in and on Sunday nights. Pillow cases must be on pillows and fitted sheets must be on occupied beds

Patrons must strip beds of sheets and pillowcases every Sunday morning or at time of check out. Bedding is placed in the bin by the laundry room.

Possessions

Possessions must be kept by the bed or on the shelf above the bed. Limited storage space means patrons are limited to two bags/packs each.

Patrons must take whatever is needed for the day when leaving the dormitory in the morning. Staff will not let patrons into the dorms to get possessions later in the day

Dorms are locked and not accessible during the day.

When patrons move out of the shelter, possessions must be taken. Possessions left in the dormitories by patrons are considered abandoned, and may be placed on the Free Clothes Shelves in the day room.

The Glory Hole is not responsible for any lost or stolen items.

Shelter Rules

Lights out at 10:30 p.m. No talking or radios allowed after lights out.

No food is permitted on third floor without the permission of the shelter manager. Workers leaving before the kitchen opens on the following day are permitted to have their sack

meals in the dormitory, so long as they are stored in a sealed plastic bag.

No one is allowed on the third floor during daytime hours unless authorized by a staff member.

Showers are available for patrons during the shelter's operating hours.

Soap, toothpaste, toothbrushes, and other personal care items are available from the Shelter Manager if needed.

You may be asked to leave the shelter if you are a sanitation hazard. Please keep your area clean.

