**More Expectations**

**Smoking** is permitted outside.

**Personal Hygiene** must be maintained at a level acceptable to staff and other participants.

**Personal Property** should be kept with you at all times. The Network is not responsible for any loss or damage to your property.

**Grievances**

No retaliation will be taken against a person making a complaint. All complaints should be addressed in writing to the following:

Attn: Executive Director
PO Box 811
Columbus, GA 31902

Suggestions are always welcome.

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**Homeless Resource Network**

2221 2nd Avenue*/PO Box 811
Columbus, Georgia 31902
(706) 571-3399 or 1-800-341-9371
Fax: (706) 751-0707

*See map on back for directions*
**EXPECTATIONS**

It is a desire of the Network to be a safe, comfortable, peaceful place. Everyone’s comfort and safety are important. For this reason, the following behaviors are not acceptable in the Network’s office and those participating in these behaviors will be asked to leave and may be denied services.

- Being dressed inappropriately
- Being in off-limits areas without permission
- Destroying property
- Disobeying rules
- Disrespecting other clients
- Disrespecting staff and/or volunteers
- Horseplay
- Intoxication
- Littering
- Loitering
- Not contributing to the safety, comfort and peacefulness of everyone involved with the Network
- Not supervising or controlling your children
- Possession of weapons
- Possession of alcohol or illegal drugs
- Profanity and/or loud tone of voice
- Sexual activity
- Theft
- Verbal or physical threats
- Violence

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**HOURS OF SERVICE**

**Monday, Tuesday, Thursday & Friday**

9:00 AM—12:30 PM  
2:00 PM—4:00 PM

**Wednesday, Saturday & Sunday**
Closed to clients

Hours of service are subject to change without notice.

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**GENERAL SERVICES**

General services are available to clients of the Network. To receive the following services see available staff during hours of service.

**Information & Referral:** Available by phone or walk-in.

**Mail:** You may use our address as your mailing address. Mail must be picked up at the Network office during hours of service. After 1 month mail will be returned to sender. Please use this address:  
PO Box 811, Columbus GA 31902

**Phone Service:** You may use the phone for a maximum of 3 minutes for local calls when the phone line is available. You can use 706-571-3399 for incoming messages. You must contact the Network to receive messages.

**Blankets & Hygiene Items:** Blankets and hygiene items are offered but not always available.

**Storage:** The Network can store bags on a monthly basis. Access to stored items is only available during office hours.

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**HOMELESS PROGRAMS**

**Transportation:** Enrollment into the transportation program is available on a walk-in basis to homeless individuals living in a shelter or on the streets. Verification of homelessness, such as a letter of residency from a shelter, is required. Metra bus tickets are available on a limited basis for business related trips, such as looking for work and doctor appointments.

**Identification:** Assistance in obtaining identification documents is available on a walk-in basis during hours of service to homeless individuals living in a shelter or on the streets. Verification of homelessness, such as a letter of residency from a shelter, is required.

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**CLIENT RIGHTS**

- You are entitled to be treated with courtesy and consideration at all times.
- You are entitled to the handling of your case with complete competent and diligent, in accordance with the highest standards.
- You are entitled to have your questions and concerns addressed in a prompt manner.
- You are entitled to information to allow you to participate meaningfully in the development of your case.
- You have the right to privacy and confidentially of information.
- You may not be refused services based on race, creed, color, religion, sex, sexual orientation, age, national origin, or disability