

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.



Partner Agency

Homeless Resource Network is a nonprofit organization serving those who are homeless and those at risk of homelessness.

STAFF

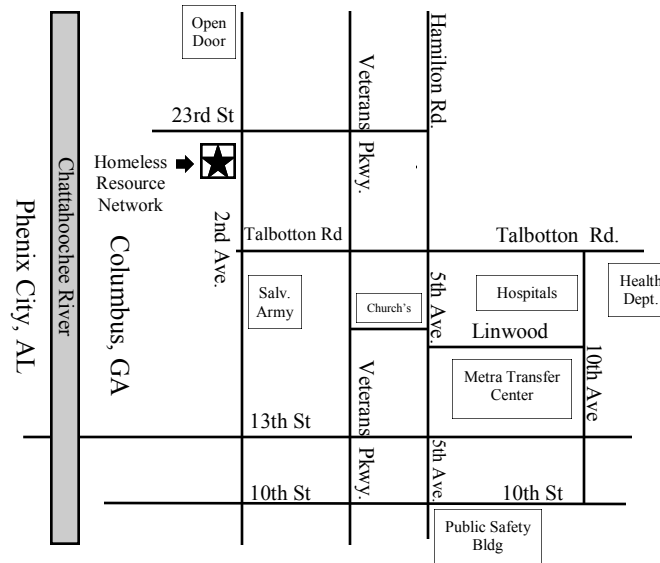
Executive Director
Elizabeth Dillard

Homeless Services Coordinator
Michelle Mullen

Housing Coordinators
Cheryl Kolb
Develon Preston

Receptionist/Volunteers
Lydia Jackson

*MAP TO HOMELESS RESOURCE NETWORK



*Map is not to scale

Homeless Resource Network

HOMELESS
SERVICES & CLIENT
RIGHTS AND
EXPECTATIONS



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

*See map on back for directions

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.

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 us 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.

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. Metro 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.

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 confidentiality of information.
- You may not be refused services based on race, creed, color, religion, sex, sexual orientation, age, national origin, or disability

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 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 every one 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
- No Cell Phone Use in Building