

Refusal of and Limitations on Services

Refusal of Services:

[Name of Program] may refuse to provide a service under certain circumstances and must give the person, who is seeking services, adequate reasons for the refusal and other options available to them (including access to those options).

[Name of Program] may refuse a service to anyone on the following basis:

- Inappropriate referral
- Service is not provided by this agency
- Funding availability is limited
- The service required is out of scope of the agency

[Name of Program] may ask residents to leave shelter under the following circumstances:

- Use and/or distribution of drugs and alcohol while in shelter
- Threatening or intimidating other shelter residents and/or staff
- Abuse of children and/or other residents and staff
- Violation of confidentiality

Eviction is a last resort. Every effort should be made to stop a situation from escalating to the point of evicting a person from the shelter, including establishing a relationship with and talking directly with the person about concerns, as well as, offering appropriate supports and referrals. Advocates, in conference with the Executive Director, shall evaluate each incident on an individual basis and decide on refusal of services based on that assessment. The focus for the shelter staff/advocates will be on the person's safety needs and the safety needs of the other women and children in shelter. If a resident is asked to leave shelter, [Name of Program] will make every effort to refer the person to other options, if appropriate.

Under no circumstances shall a program advocate or staff member "blacklist" [i.e., "warn" another program or agency about a survivor or their children] a survivor who has been refused services or been asked to leave a shelter. This is a violation of confidentiality and trust. Behaviors that may have caused the refusal of services or departure from a program are most often survival skills or strategies resulting from long-term, severe abuse and violence. Their behaviors may stem from their level of fear, in addition to the pain and harm done to them. People heal over time. Some may never entirely heal. Their path in life is unique to them. Our goal as relatives, including in our role as advocates, is to be as respectful, generous, and compassionate as possible. It may be that the advocate or staff person at the next program can provide the safety, resources, or trustworthy relationship that our relative needs.

Limitations on Shelter and Services

[Program Name] serves survivors of domestic and sexual violence, stalking, trafficking, and dating violence. The shelter and advocacy program serves both primary and secondary victims. Shelter is available 24 hours a day, every day to survivors and their children. Length of stay is determined on an individual basis. The time and resources necessary to obtain safety and healing from physical, mental

and emotional abuse and to secure safe housing and other resources, vary from person to person. Limitations on length of stay are set by the survivor, available space, and funding.

Traditionally, we provided for the needs of our relatives in ways that did not embarrass them or require that they ask or prove need. Funding shortages for things like bedding, gas, and other necessities can make this difficult. It's important to be clear with survivors that this is not their fault, and they are not asking for too much. Creative fund-raising and donation drives using volunteers, student groups, etc. can make it possible to gift survivors with the things they need to set up their homes.

Our program is committed to providing a non-discriminatory shelter environment. This doesn't mean the exact same services will be provided to all groups. Services will vary depending on the unique needs of survivors (for example, men, women, children, LGBTQ2S, Deaf/Hard of Hearing, etc.). Considerations are made about needs of all special populations, including those who are differently abled. As Native people, we are aware that battering/Intimate Partner Violence are unnatural and gender based. Advocacy reclaiming the safety and sacredness of women, also requires inclusion of all our Relatives within our programs and initiatives, to be consistent with our traditional values and belief systems.

