

Welcome to our shelter

We will explain what happens next and help you find the services available here. Please ask if anything is unclear.

[Shelter name] Information checked: [Date]

Your first point of contact

You can ask for help at [location]. Your contact is [name or role], available [hours].

Meals and drinking water

Meals are at [times and location]. Drinking water is available at [location]. Tell [staff role] about practical meal support you need.

Bathrooms showers and laundry

Bathrooms are at [location]. For showers and laundry, [explain the actual arrangements and how to ask for supplies].

Your belongings

You can store your belongings [location and arrangements]. Ask [staff role] about [any limits and available alternatives].

Getting support

If you need help understanding information or using our services, ask [staff role at location]. We can explain [available communication and access support].

Raising a concern

To raise a concern, contact [role and contact method]. You can also [verified alternative route]. Ask us to explain the process.

What happens next

Your next check-in is [when] with [name or role] at [location]. If you need support sooner, [how to reach staff].