

Welcome to our shelter

Fictional completed example

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

Cedar House • Fictional services and times for illustration only

Your first point of contact

Ask at the front desk beside the main entrance. Casey is on shift until 10 p.m.

Meals and drinking water

Breakfast 7–8 a.m.; dinner 6–7 p.m. Drinking water is beside the dining room.

Bathrooms showers and laundry

Bathrooms are beside the sleeping area. Ask the front desk for the shower and laundry schedule.

Your belongings

Ask staff to explain the storage arrangements before putting belongings away.

Getting support

Tell the front desk if you need a quieter conversation, larger print, or help understanding information.

Raising a concern

Ask for the shift lead or the written concern process. Staff can explain the next step.

What happens next

Jordan will check in after breakfast. Ask the front desk if you need support sooner.