

NIGHT SHELTER POLICY

1.0 INTRODUCTION

The vision of the Ministry of Family Affairs is a “responsible society where every Seychellois enjoys a good quality of life”. This vision is in line with the Government’s philosophy of people-centered development and ensuring that no one is left behind. The government acknowledges that certain vulnerable individuals can become “homeless” and require support and temporary shelter. To help remedy the situation, a Night Shelter located at North East Point, within close proximity to public transportation to and from Victoria was established.

The purpose of this policy is to set out the parameters of operation of the Victoria Night Shelter through a multi-pronged approach to achieve its mission of providing solace to vulnerable service users.

2.0 SITUATIONAL ANALYSIS

Since its inception in 2014, statistics have shown that most of the service users of Victoria Night Shelter (VNS) do have a family but unfortunately for various reasons they fall out with their families and end up with nowhere to stay. The Victoria Night Shelter has been admitting male clients only although a room was reserved for female clients. The statistics show that more male clients find themselves homeless and on the street due to various anti-social behavior associated with substance abuse and aggression towards family members.

Although it was anticipated that the Victoria Night Shelter should take in female clients, the structural setting does not make it conducive to the intake of female clients. Support is provided for females clients through other organizations.

3.0 MISSION

The mission is to provide a safe place for the ‘homeless’ to sleep at night and provide the opportunity for counseling in the effort to give their life meaning and re-integrate them with their families.

4.0 OBJECTIVES

The Night Shelter is guided by the following objectives:

1. Provide temporary and safe accommodation for those in need
2. Help homeless persons to re-integrate back with their families and the society
3. Facilitate support services for the clients to improve their social/medical situation
4. Promote social inclusion

5.0 CORE VALUES

The Night Shelter is cognisant of the need to treat all service users with respect and is guided by fundamental values

1. Uphold the dignity of the clients regardless of social standing, religious beliefs, and political affiliations
2. Respect for others
3. Honesty
4. Promote self-worth
5. **Maintain confidentiality of information of clients**

6.0 ELIGIBILITY

Service users who are 18 years and above are identified as being “homeless” because of breakdowns in family situations. Night Shelter welcomes all clients to a community of people experiencing similar challenges, meeting them where they are to achieve stability.

Exception:

The Night Shelter in consultation with and on the recommendation of the Director of Social Services may provide temporary accommodation to male minors, 15 years and above in critical circumstances in the absence of alternative placement. The Shelter shall ensure that sleeping arrangement is separate from adults and maintain appropriate supervision of the minor.

7.0 PROCEDURES FOR ADMISSION

The Night Shelter has procedures for admission, eligibility, and allowable length of stay. The procedures as well as clients' rights and responsibilities in accessing the services of the Night Shelter are clearly explained to clients upon admission.

Service users access the service through the Family Support Unit of Social Services to complete the necessary intake formalities. Exceptions are made in emergency cases.

RULES AND GUIDELINES

Night shelter has a set of rules that govern the stay of the service users to help to create an atmosphere of trust and a sense of belonging where opportunities for change can be discovered through the services on offer.

8.0 PSYCHOSOCIAL SERVICES

The Night Shelter offers a variety of psychosocial services to the clients once they have settled in at the Shelter.

These services include individual counseling, family counseling, and linking service users with other services and partners to help them regain their dignity and self-worth.

Service users are encouraged to be self-reliant by being economically active and to be active participants in the activities of daily living at the Shelter as part of their healing and rehabilitation trajectory for eventual re-integration with family.

9.0 POLICY REVIEW

The policy will be reviewed to reflect changes in trends of emerging social challenges to adapt its services to meet the needs of service users.