



**YOUNG ADULTS UNITING
TO END HOMELESSNESS**

Guest Handbook

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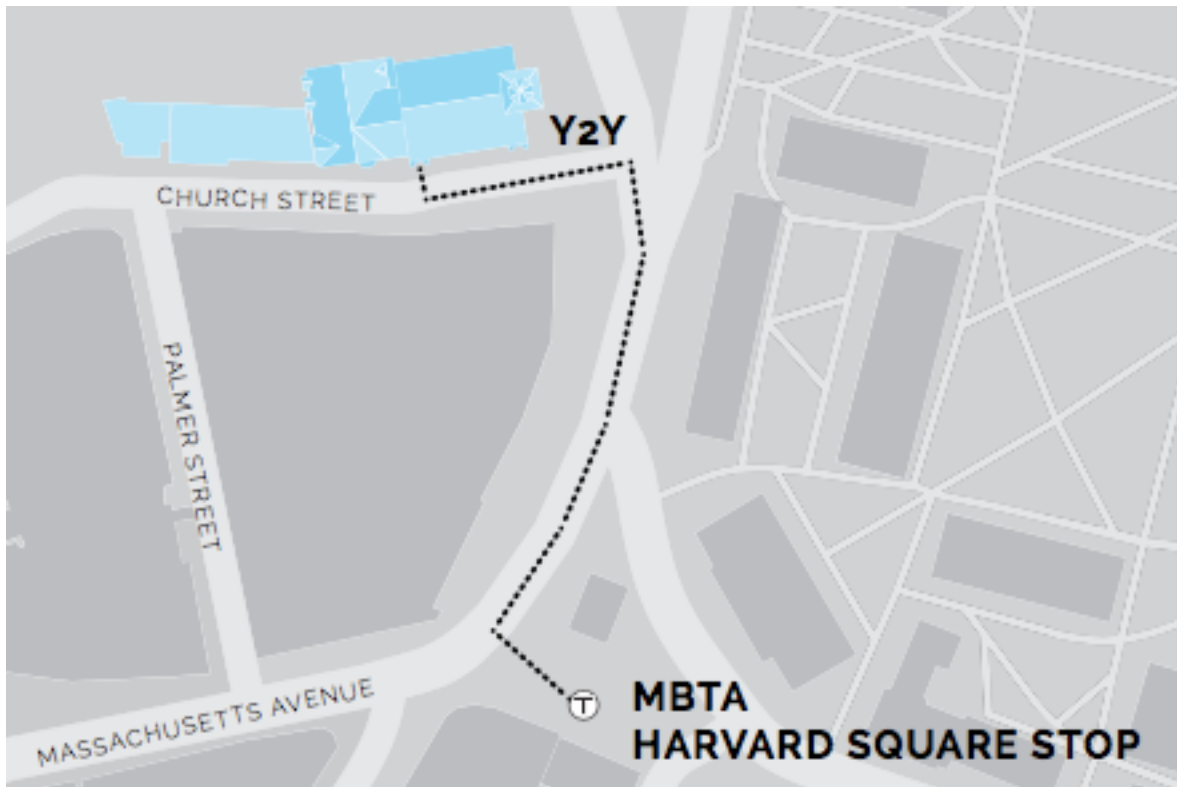
Website: y2yharvardsquare.org

Welcome to Y2Y!

Name: _____

My stay starts on _____

It will end on _____



My Case Manager is: _____

What is Y2Y?

Y2Y Harvard Square (Y2Y), a student-run overnight shelter, employs a youth-to-youth model to provide a safe and affirming environment for young adults experiencing homelessness.

Who can stay at Y2Y Harvard Square? Any young adult, age 18-24 is eligible. 30-night beds and one-night emergency beds are given away via lottery at the times indicated on the schedule. Proof of age is required within 72 hours of your first stay. We will work with you to obtain this. The following are acceptable forms of verification:

1. Government issued ID (driver's license, state ID, military ID, passport, etc.)
2. Birth Certificate
3. Letter from school or school records (on official letterhead)
4. Letter from caseworker, doctor, or lawyer
5. Medical records or other legal documents
6. Phone call to school, doctor, caseworker (Only acceptable for the first three days. It must be followed by a letter within the first week of a guest's stay. Guests must provide stage with the professional's work place phone number and staff will make the phone call on behalf of the guest.)

When does my stay end? Your stay ends after 30 nights or if you do not come in or contact us for two nights till 7:30am the morning after the second night.

- Note: If you are taking a "Not-in-Tonight" (NIT) your bed will be lotteried in the nightly emergency bed lottery. Your bed will be stripped, your belongings will remain secure in your locker, and the bedsheets will be replaced in the morning.

Community Model

Y2Y seeks to realize the mission of "young adults uniting to end homelessness" through a vibrant community of students and young people experiencing homelessness working in partnership. In order to foster this community, Y2Y encourages opportunities for guests to engage with the space and take on responsibilities. Responsibilities range from "maintaining a pillar of peace," to leadership opportunities including delivery of workshops to other guests. Space responsibilities (with the exception of maintaining clean personal space) will not be mandatory as Y2Y recognizes that not everyone will be equipped or willing to engage with the space and community. Part of maintaining a strong community includes working with Y2Y's local partners, including the Harvard Square Business Association and First Parish Church, to ensure their spaces and activities are respected.

What is Y2Y?

Inclusivity

Y2Y is committed to providing a safe and affirming space for people of all gender identities, gender expressions, sexual orientations, races, ethnicities, religions, cultures, and immigration status, marital status, veteran status, or disability. All of Y2Y's programming strives to reflect these core values. The shelter does not tolerate verbal or physical harassment of any kind from anyone. Incidents related to gender identity, gender expression, sexual orientation, race, religion, culture, marital status, veteran status, immigration status, or disability will always be addressed and resolved with an eye towards dignity, equality, and acceptance.

Case Management Program

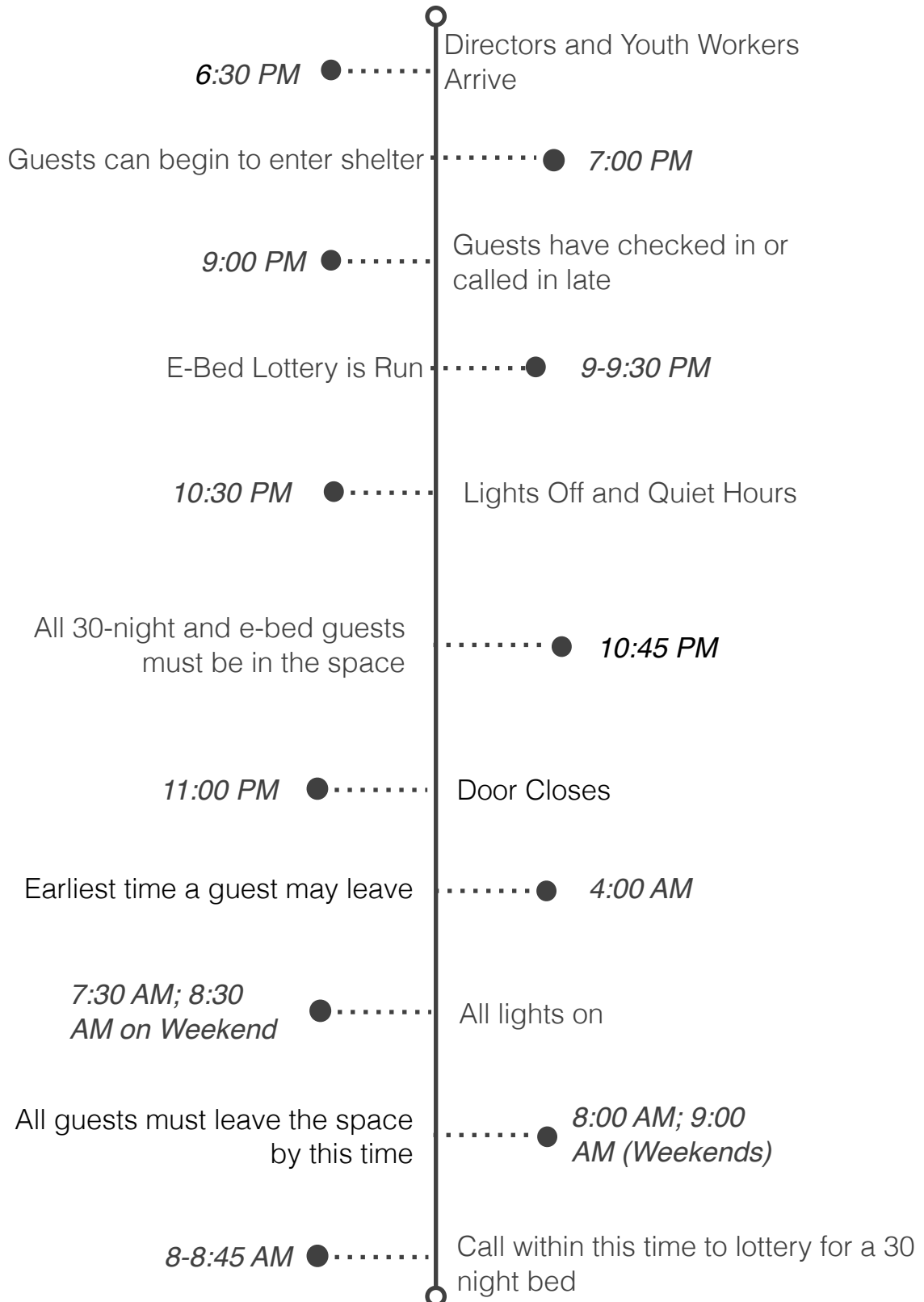
Y2Y student case managers are trained to support guests in accessing services in the Greater Boston area. If you opt into the voluntary case manager program, you will work one-on-one with one case manager throughout the course of your stay and even after you leave the shelter to identify and accomplish goals around employment, housing, education, healthcare, etc. If you are interested in working with a case manager, stop by their desk between the hours of 7:30 pm and 10:30 pm.

In-house Clinics and Services

Y2Y offers several clinics and services in-house that are available to guests at different days throughout the week. Please refer to the "program calendar" for the time and dates of workshops and clinics.

- ***Legal Aid:*** Harvard Legal Aid Bureau will hold weekly office hours and is available to assist guests with legal needs related to employment, housing, family, benefits, and more. We also have partnerships with Transformative Justice Legal Services to provide legal name changes, and with Greater Boston Legal Services to provide services around understanding your criminal record. Please talk to a legal volunteer about these services
- ***Identification Project:*** Harvard Lambda will be available by request through a Case Manager to assist guests in obtaining identification, including birth certifications, social security cards, and state IDs.
- ***Health Resources:*** Eliot Community Human Services will be available in the space twice per week to offer one-on-one mental health counseling sessions as well as mental health evaluations and medical doctors will be available twice per week for physical health needs.
- ***Workshops:*** Programming at Y2Y will include workshops run by student volunteers, outside experts, and Y2Y guests. Workshops will be offered on a variety of topics from financial skills and employment preparation to music and art.

Schedule



Guest Rights

As a Y2Y guest, you have a right to:

1. Safety in the space
2. Be treated with respect by staff, volunteers, and other guests
3. Equal fair treatment from staff and equal access to services
4. Uphold your personal autonomy
5. Transparency and consistent rules, expectations, and consequences
6. Confidentiality and privacy

All guests are entitled to the following services:

- Meals
 1. Dinner, breakfast and snacks
- Storage
 1. Each bed has its own locker which guests will have total access to while they are at the shelter.
 2. Guests are welcome to store larger belongings with us throughout the course of the season.
- Clothing, hygiene and toiletries
 1. Soap, shampoo, conditioner, shaving cream, razors
 2. Showers
 3. Laundry
- Technology
 1. Computers with Internet, printing, and phone
- Services
 1. Case management
 2. Skills workshops
 3. Access to in-house clinics

We will do our best to provide these services, but some are contingent on technology and logistical factors outside our control

If you have a grievance regarding shelter rules or staff, please notify the following people in the order listed below. No one will be penalized for filing a grievance

1. Shelter staff on shift
2. The Shelter's Program Director/Guests Rights Officer, Nicole Young at nicole@pbha.org
3. The Cambridge Housing Authority

Responsibilities

Y2Y strives to create a community where all guests can be safe and thrive. By signing the intake sheet each night, you agree to abide to by the rules.

Guest responsibilities include:

1. Safety: You are responsible for helping keep the space safe for yourself and other guests. In order to maintain safety, your belonging are subject to search upon entry and whenever you are in the shelter. You may not bring weapons in the space. You may store sharp objects with us.
2. Respectful behavior: Any behavior that compromises your ability to maintain personal safety or safety of other guests, including substance use prior to entering the space that affects the safety is not allowed. Upon nightly intake, we will assess your medical safety as well as your ability to be in control of your behavior and be safe and respectful in the space.
3. Drug and alcohol use or possession inside the shelter is not allowed and will result in automatic suspension. Smoking (including vaping and the use of e-cigarettes) is not allowed.
4. Respect for the schedule: Please keep quiet during lights-out from 10:30pm until 7:00am. If you will be entering the shelter after 9:00pm, notify staff to avoid losing your bed for the night.
5. Respect space boundaries: To maintain the space's boundaries, please do not prop open the outside door to the shelter or let other guests into the shelter. Guests are not allowed in the kitchen, the staff rooms, or the medical room without permission.
6. Keeping space clean: Please make an effort to care for the space. To avoid attracting rodents, please do not eat in the bunks, but we are happy to store your food in the fridge or give you a snack, even in the middle of the night! Please also maintain personal hygiene. If there is a concern, staff may ask you to take a shower.
7. Respect privacy and confidentiality of space: No one may take pictures, videos, or audio recordings in the shelter.
8. Maintain the integrity of the space: No one may enter the shelter under false pretense or when one does not have a bed. Please use only one name at a time.

Rules

Rules of the Space: We recognize that many guests who will stay with Y2Y have experienced trauma. We aim to create a space that is safe, comforting, and welcoming to all. Therefore, the behaviors listed on the next page are not allowed in the space and will result in warnings, suspensions, or permanent bars. Our goal is to help you feel safe. Please let staff know if there are circumstances that they should be aware of in order to help you have a safe and supportive

Violation of shelter rules will result in one of the following consequences

- **Minor Warning:** A staff member may warn a guest for behaviors that impede routine operations of the shelter. Upon receiving 4 minor warnings, you will be issued a one-night out. Minor warnings expire on the 1st and 15th of every month.
- **Major Warning:** Major warnings are given for violations that impact the safety and comfort of the space. Upon receiving 3 major warnings, you will be placed on suspension for one week. Major warnings expire 30 days after being issued.
- **Suspensions:** Suspensions are given for serious behavioral violations that impact the safety of guests and staff. Suspensions may be 1 week, 4 weeks, seasonal, or permanent

If you receive a suspension, you are welcome back at the end of the suspension, however the end-date of your bed will remain the same. During a suspension, you may not enter the lottery for any bed (including e-beds). When your stay ends, any warnings carry over to your next stay.

- **Threats:** Threats are defined as any indications of harm communicated from one guest to someone else in the space, and include both threats to kill or threats of violence/fighting. Y2Y has a zero-tolerance policy on threats. If a guest threatens another guest or staff member, that guest will be issued a mandatory night out by staff. This mandatory night out does not entail any major or minor warnings. When a guest returns from their mandatory night out, no warnings will be reset.
- **Sexual Harassment:** Y2Y has a zero-tolerance policy on sexual harassment. Y2Y delineates sexual harassment into explicit and non-explicit forms of sexual harassment. Explicit sexual harassment results in a four-week suspension. For less explicit forms of sexual harassment, the guest receives a major warning and a required conversation with staff, and continued sexual harassment will result in suspension.

Probable Minor Warnings

- Being territorial over shared spaces
- Calling in after 9pm for an NIT
- Coming in after 10:45pm
- Inappropriate computer use
- Intentionally waking up other guests
- Leaving late in the morning
- Using laundry out of turn/Not signing up for laundry
- Raised voices

Probable Major Warnings

- Disruptive behavior
- PDA continued after a request from a staff member to stop
- Theft from the shelter
- Sleeping naked
- Invading personal space
- Verbal harassment
- Verbal disturbance/provocation (including, but not limited to: slurs, hate speech, [directed] swearing, purposeful misuse of pronouns, unwanted verbal interaction)

Permanent Bar

- Physical Violence
- Physical or Sexual Harassment
- Inappropriate sexual conduct
- Stalking

Probable Suspensions

- Threats
- Unwanted physical interaction
- Abusive treatment of staff, volunteers, youth workers, or other guests
- Disruption of intake process
- Use of discriminatory slurs
- Excessive verbal harassment
- Refusal to cooperate with staff, volunteer, and guard requests
- Theft from the shelter
- Inappropriate invasion of guest or staff privacy
- Possession of drugs or alcohol
- Selling drugs, whether or not the drugs are in the space
- Destruction of shelter property, based on impact to the space
- Inappropriate invasion of guest or staff privacy
- Nudity

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Keeping Track of Stay

I've had _____ Not In Tonights (NITs) this season out of 10 max.

Write the combination to your storage locker here:

Keep Track of Bags Below!

number of bags

description of each

Keep Track of Warnings Below! 4 minor warnings leads to night-out and three major warnings results in a one week suspension

Warning Type	Reason	Staff Member	Date

We provide socks, T-Passes, and underwear once a week. Check those off as you receive them below:

Socks

☐ ☐
☐ ☐

Passes

☐ ☐
☐ ☐

Underwear

☐ ☐
☐ ☐

We also provide headphones once a month. Keep track of that below:

Headphones

☐

Calendar

Saturday					
Friday					
Thursday					
Wednesday					
Tuesday					
Monday					
Sunday					

You can keep track of referral appointments, workshops, and other important dates and events here!

Getting Involved

Wanna get involved at Y2Y? Here are some ways:

- ***Lead a workshop:*** Do you have a skill you'd like to share? Let a director know and we can help you coordinate a workshop
- ***Help Out Around the Shelter:*** We always have plenty to do around the shelter (folding laundry, tidying book cases, cleaning tables, etc.). Let a staff member know if you're willing to help out!
- ***Give us feedback:*** Staff are always happy to hear your feedback about the shelter, ideas you have, and things you'd liked changed.
- ***Join the "SPPC":*** The Shelter Policy Planning Committee (SPPC) will be a weekly guest leadership and feedback meeting run by the Advocacy Director. Here you can express your thoughts and ideas with regards to Shelter policy and operations.
- ***Feedback Forms:*** Have an idea for us? Put it in the feedback form and we'll be sure to follow up!

Case Management

Goals For Stay

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To Do List

- ☐
- ☐
- ☐
- ☐
- ☐

Referral Information

Name	Address	Hours	Contact Info

My Case Manager

Name	Phone #	Email Address
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