Frequently Asked Questions

Updated 8.18.26

NEW: {*}

Updated prohibited and restricted items list.

***How do I get on the list for shelter at Holiday Drive?**

If you are living at the riverfront encampments, you'd give your name to the people at the kiosks indicating you want to go and that want assistance moving. You do not have to do a full assessment to go into shelter. Assessments are optional. You just need to provide your name and if you have a phone number, that is helpful as well.

In the future, new people who want to go to Holiday Drive will call the Homeless Information Line 434-207-2328 and we're looking to confirm other places to get referred.

***What should I do to get ready to move to Holiday Drive?**

The footlockers will be provided to you on the day of moving so that you have something to store belongings right away. These will be the ones that you have access to by your bed. Prioritize the items you want daily for that footlocker. There will also be some storage to have under your bed. Those containers have not been purchased yet.

Other items can be put in bags, like duffle bags, that will go with you to the shelter – but put in a separate indoor or outdoor location.

Items that you know are damaged or soiled can be identified for trash pickup. Please make sure you read the prohibited items list to ensure cooperation.

***How do I handle my medication?**

It would be helpful to have a list of your medication written down. Including a list of medication that needs to be refrigerated.

***Do I need to have an ID or other documents?**

No, however, if you have them bring them on the first day. The staff can make an electronic copy in case they are lost/stolen/destroyed. Having a record of them will help make housing plans for the future.

***Will I be allowed to keep my bike there?**

Yes, Bikes will be allowed. Staff are looking into a bike rack for storage.

***Will I be able to lock my belongings in the footlockers?**

It is our plan to have locks on the footlockers.

***Is there accessibility for people with mobility challenges and wheelchairs?**

Yes, there is a Handicap Ramp to building and one ADA bathroom in the building.

***How do I get to Holiday Drive with all of my stuff?**

There will be a van and a trailer to take trips to the shelter when people are packed and ready to go. We will have to take multiple trips so we're not over crowding all at once.

***Does CASS staff search persons and belongings at check ins?**

Staff will do a search of guest belongings at intake to ensure they are stored properly and treated for pests. When returning to Holiday Drive, guests may be asked to show staff the contents of their bags and/or pockets.

***What happens if I have a conflict with someone?**

It would be helpful to let staff know if there's a known conflict so that we can be proactive in addressing concerns. There are some options to space out beds such as temporary walls. Staff will also be trained in de-escalation and trauma informed practices and will be on hand to assist with conflict resolution.

***How do you handle on-site drug and alcohol use, and what monitoring do you have in restrooms/showers?**

Staff conduct property walkthroughs as part of their regular shifts. These walkthroughs will include safety checks in the restrooms. Staff will announce themselves before entering. Specifics on the notification and check process depend on the layout of the restrooms. CASS will make every effort to have same sex staff complete checks. Verified onsite substance use can result in a temporary shelter exit. Suspected use may lead to a property search. Whenever possible, staff will attempt to connect the guest to appropriate resources

***Is there freedom to come and go all day?**

The shelter will have "quiet hours" (10p-6a) in sleeping areas and guests are discouraged from leaving the property during this time for non employment or appointment related reasons. We request that in and out traffic from the sleeping area is kept to a minimum during those hours to respect guests who are trying to sleep. Guests will be permitted to gather in common areas within shelter and in outdoor smoking areas and utilize bathroom trailers 24/7. Guests who need to leave the property for any other reason should avoid gathering in the parking lots of or against neighboring businesses.

***Will there be Wi-Fi for residents?**

No, as of Sept. there will not be Wi-Fi for residents.

***And outlets available? (By bed and enough in common areas?)**

The building is being constructed keeping in mind the need to have outlets. Exact placement and location of these outlets are not confirmed yet as the building is still under construction.

***Can shelter guests work at the shelter?**

At this time, shelter guests will not be employed while they are staying there.

Are couples allowed and what is the living situation?

Dorm areas are currently set up with a men's side and women's side for sleeping. The building will not have a hard curfew. There is a neutral area in the center of the floorplan, and it's used for programming space that will have tables and seating for folks to enjoy.

Are pets allowed? Are there rules for that?

Yes, currently the plan is to accept pets. One pet per person, unless they are an emotional support animal and may allow up to 2. The pet must be with the person, leashed at all times and the owners can't leave the pet behind unsupervised at the shelter. Owners may identify a person to be responsible for the pet in the owners' absence. At a minimum, they will need a rabies vaccination to enter. Staff are working to establish a relationship with a veterinarian to assist. There may be additional requirements. There will licensing requirements but that will not prevent people from entering shelter.

How do we work with allergies and folks who are afraid of pets?

There will be temporary walls available to create space between people. **NEW:** Pets will be leashed at the bedside during sleeping times with their owner. We'll try to accommodate allergies to the best of our ability.

Is the shelter open to all unsheltered people in the community?

Right now, we are working with the riverfront encampments in the first phase and eventually the emergency shelter will be open to other people experiencing homelessness.

What are the requirements for sobriety?

They can't have items on site, but there's no requirement for someone to be sober to enter as long as they are managing appropriate behavior. Staff will work with clients to meet them where they are and support them to ensure the environment is safe for everyone.

What accommodations for people who are in recovery?

There is no requirement for people to disclose their sobriety status. Program staff may be able to position bed assignments to support recovery. The shelter is working to identify programming options to support people in recovery knowing that this is a stressful experience that can trigger to relapse.

What are qualifications for shelter staff?

Preferred qualifications are people who have previous experience working in this field or related fields and/or lived experience. CASS does comprehensive onboarding and actively seeks training opportunities for all staff as we learn about the specific needs of our clients.

How many people are needed to open the shelter?

We expect to have enough staff to open on Sept. 1. Eleven is the minimum number of staff needed to open. Three staff will be on site at all times. There will also be a Shelter Supervisor and Director of Programming and custodial staff on the team.

How will we handle meals and food storage?

We're working to solidify a plan to have breakfast and dinner. Guests may keep non- perishable items in the footlocker at the bedside. Food restrictions are to prevent pests that get attracted to open containers and to keep the space clean and hygienic.

What is the intake process like?

Intake will be similar to PACEM and the Haven. There may be some additional questions for people who are 55 and up and experiencing cognitive decline so they may be connected to additional resources. Guests will enter in the center lobby area and check in and check out with staff to ensure beds are reserved.

Guests will need to check in by 8pm. Later check in times for people who need accommodations for working times will be coordinated with shelter staff.

(*) You will also sign a shelter agreement, release of information if consenting, certification of homelessness.

What about storage? Will I be able to bring things to the shelter with me?

There will be a few options for storage at Holiday Drive. Each bed will have a footlocker with a lock to store everyday items. There will be also an indoor storage area for people to store and secure larger items that will be managed by staff and only accessible by request in order to protect everyone's belongings. We are working to accommodate outdoor storage as well for larger items. There will be a process in place for staff to supervise and organize belongings and tag them for the person.

We'll be using foot lockers like this that can be locked, they will be with each bed likely affixed to the foot of the bed to prevent it from being moved.



Will I have to take my stuff with me when I go leave during the day?

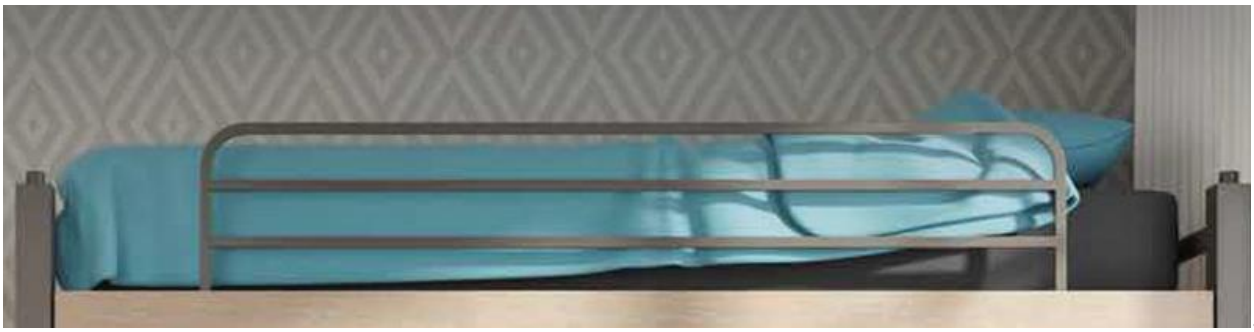
There is no set check out time. And you will be able to leave your belongings at your assigned bed and in the footlocker.

Will there be access to Showers & Toilets?

Yes, we are working towards solutions and talking with vendors regarding outdoor portable toilets and showers.

Are linens and bedding provided?

Shelter staff will provide a bed, mattress, and linens. Staff are exploring additional solutions regarding bedding which may include having a 'hotbox' to ensure that bedding does not contain pests. Picture below is a sample of what the mattress will look like. We will **not** be using bunk beds





Will there be laundry services at Holiday Drive?

There will be laundry for staff to wash linens and bedding. Currently there will not be laundry services for guests based on current space restrictions. The Haven will continue their laundry services for guests.

What options will be provided for transportation?

Currently there is a bus stop at the intersection of Holiday Drive and Emmett Street. Bus Routes 7 and 8. Staff are working on solutions to provide shuttles from Holiday Drive, but that is not confirmed yet.

Will there be cameras at Holiday Drive?

Yes, the building will have cameras in common areas and storage areas. There are no plans for cameras in sleeping areas. Staff will provide supervision and support in those areas.

Will I lose my spot if I need to go to the hospital for medical treatment?

No, typically beds are held for hospital visits that are coordinated with shelter staff.

What items are not allowed at the shelter?

Item	***Reason***	***Example***
Fireworks or Explosives	Safety, Fire Hazard or otherwise illegal	Sparklers, firecrackers, bottle rockets, roman candles, smoke bombs, Improvised Explosive Device
Candles	Safety- Fire Hazard	Any kind of candle
Chemicals to include cleaning products and other flammable liquids	Safety- Odors, flammability risk, risk reaction with approved cleaning chemicals	Spray paint, WD40, liquid bleach, drain opener, ammonia, Charcoal fluid, lighter fluid
Lighter that can stay lit unattended	Safety- Fire Hazzard	Cigar, torch or zippo lighters.
CO2 Cannisters, Stove Fuel, Aerosols	Safety- Fire hazard or explosive	For air gun Any kind of Aerosol cans
Electrical extension cords surge protectors, Electric Iron	Safety- Could lead to electrical circuit Overload. Fire hazard	Extension cords, Electric Iron
Fighting Aids of any type	Potential Weapon- threat of violence	Num-chuks, brass knuckles, batons, bats, clubs, Throwing stars, chain 18 inches or longer.
Pepper Spray, Mace, Tear gas	Potential Weapon threat of Violence	Pepper Spray, Mace, Tear gas
Tools of trade, individual hand tools	Safety & Valuable property	Chef knifes, tool set of 3, power tools, hammers, wrench, screw drivers (under review – may be stored separately)
Multi-tools with or without cutting blade,	Potential weapons Threat of violence	Pocket knives, Straight edge razors, Scissors, Switch blade knifes, Ice picks, fixed blade

Straight edge razors, Folding knife of any type or size		knifes, pot Hatchet, war axe, Cleaver
Small objects that would be a poor weapon	Weapon- threat of violence	Can opener, corkscrew, nail clippers. Cuticle clippers
Any devices capable of shooting to projection, and ammunition for such weapons/devices	Weapon- threat of violence	Cross bow, sling shot, Taser, Stun guns, BB gun, Pellet gun, Airsoft gun, water gun, Bullets, BBs, pellets, paintball
Glass Items	Safety	Glass jars, cups, bottles of any sort including nail polish
Bungee cords with hooks	Safety	Bungee cords with hooks
Alcohol, illegal drugs or illicit substances	Safety	Alcohol of any sort,
Illegal drugs of any type in any form	Illegal by any federal, state, and local law	Illegal drugs of any type in any form
Marijuana all forms with or with out card.	Federal law CASS is federal funded	Marijuana all forms with or without card.
Open, non-perishable foods		Loafs of bread, raw meat, sandwich meat, soda in large bottles or >6 cans, cereal boxes, granola, fruits, donuts

You may have but must be stored separately:

Single load size of laundry soap or dry bleach, pods,

nail polish