NWCTY Cold Weather Shelter & Warming Center Handout
Season: 2026 – 2027 | Location: Trinity Church, Torrington, CT

🕒 Operational Hours & Shift Configurations

- **Warming Center Hours:**
  - **Monday – Friday:** Generally 4:00 PM – 7:00 PM (calibrated dynamically around local day facilities).
  - **Weekends & Holidays:** Fixed from 8:00 AM – 7:00 PM.
- **Overnight Shelter Hours:** Officially launches at **7:00 PM** and operates through **8:00 AM** the following morning.

📝 Guest Intake & Check-Out Procedures

- **Shelter Intake Line-up:** Begins daily at **7:00 PM**. Two lines form outside the fence: the right side for guests with previous night reservations, and the left side for new or unreserved guests.
- **Late Arrival Policy:** Guests arriving unauthorized after 9:00 PM are not guaranteed a bed. Exceptions are strictly reserved for verified employment, travel, or program obligations (like IOP) pre-approved by the leadership team.
- **Mandatory Entry Requirements:** All shelter guests must complete a full bag check/contraband search and sign off on the Rules and Regulations packet nightly. New guests must also complete HMIS paperwork, identification photo capture, and document scanning.
- **Morning Wake-Up & Check-Out:** Mandatory wake-up is at **7:00 AM**, and all guests must vacate the facility by **8:00 AM**. Guests must clean their sleeping areas, bag their linens properly, and sign the reservation log to request a bed for the upcoming night.

☐ Governor-Declared Severe Cold Weather (Code Blue) Protocol

- **Activation Trigger:** Frameworks are officially initiated when the Governor of Connecticut activates the statewide protocol, typically when wind chills or ambient temperatures are forecast to drop **below 32°F (0°C) for 4+ consecutive hours**.
- **Emergency Re-Entry Loop:** Previously terminated individuals are authorized for emergency shelter admission during these active extreme weather days.
- **Crisis Agreement Mandate:** Terminated guests must immediately execute a time-limited **Crisis Agreement**. This emergency access automatically expires upon the formal deactivation of the state protocol, returning the individual to their previous separation status.

🏢 Spaces in Use & Restrictions

- **Warming Center Zone:** All daytime warming center guests are restricted strictly to the **Upper Parish** area. Staff will draw the Upper Parish curtains to completely block visual and physical access to the overnight men's sleeping zone.
- **Kitchenette Access:** Guests are strictly prohibited from accessing or utilizing the kitchenette area under any circumstances (**NO kitchen access allowed**).
- **3rd Shift Overnight Restriction:** Any overnight guest who leaves the building for any reason during the 3rd shift (outside of an active first-responder evacuation) **immediately forfeits their right to re-enter** for the remainder of the night.

⚠ General Facility Policy Highlights

- **Property Limits:** Guests are strictly limited to a **maximum of two personal bags** of belongings upon entry.
- **Baggage Search Opt-In/Opt-Out:**
  - *Carry-In Bags:* Must be thoroughly searched at check-in each night, and pockets must be completely emptied.
  - *Checked Bags:* Locked securely in back storage without being searched. Guests have **zero access** to checked bags until program exit the following morning.

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- **Shopping Carts:** Strictly prohibited inside the facility or on shelter grounds; guests must move them past the property lines immediately.
- **Smoking & Cigarette Butts:** Smoking is only allowed during supervised designated breaks (2nd shift: 9:15 PM and 10:15 PM). Discarding butts on the ground will result in the **immediate suspension** of the guest's smoke break privileges. No smoke breaks are permitted during the 3rd shift.
- **Animal Policy:** Service animals (ADA compliant) are fully permitted. Emotional support animals are not protected under federal law and are not permitted. Aggressive or non-housebroken service animals can be legally removed.
- **Sex Offender Exclusion:** Due to integrated YMCA childcare and family programming, individuals listed on the State or National Sex Offender Registry are **strictly prohibited** from overnight shelter placement. Registered individuals may use the open warming center forum during daytime hours but will receive proactive alternative housing/motel discharge referrals from staff before the 7:00 PM transition.

📞 Emergency & Support Resources Matrix

- **Emergency Medical/Fire/Police:** 9-1-1 *(24/7 Dispatch)*
- **Statewide Shelter Access & Navigation:** Dial 2-1-1 *(24/7 Support Line)*
- **Litchfield County Mobile Crisis Team:** (860) 482-1560
- **Susan B. Anthony Project (Domestic Violence Hotline):** (860) 482-7133 *(24/7 Crisis Line)*
- **Harbor House Day Support & Basic Needs (21A Prospect St):** (860) 201-4246 *(Mon-Sat: 9 AM - 3 PM)*