

Frequently Asked Questions ~ FAQ

The list to be expanded as questions arise!

If there is ever a question you cannot answer, please call Keith at 918-288-0009.

1. What if someone arrives under the influence of drugs and/or alcohol?

They will be welcome in the center if they are able to take care of themselves, follow the rules and act appropriately in the group. If a guest “is” or “is becoming” a danger to self or others they may be asked to leave by the shift supervisor which could involve calling the police or emergency medical personnel, if necessary.

2. What if someone arrives and shares with you that they are hiding from the police or have a warrant for their arrest?

Finish the registration and then let the shift supervisor know. They will have a private conversation with the guest to confirm it is safe for them to stay.

3. What if a guest arrives with a pet that is not a service dog and does not want them in a kennel?

The shift supervisor will help discern if this is possible. For example, if this is the only dog in the center and the dog is 100% trained and well behaved then an exception may be made.

4. What if someone wants to smoke marijuana outside on the smoke break?

It is NOT allowed, even with a prescription.

5. What if a guest starts taking prescription medications?

Bring this to the attention of the shift supervisor who will discuss with the guest what they are taking.

6. What if a guest comes in for dinner and then decides they do not want to stay the night?

Respect their choice to leave reminding them that once they have left for the night they may not come back that night but are welcome another night we are open.

7. What if a guest asks for something we don't have available at the center? (Wants ice cream, wants a special food item, wants a special movie, wants special clothing or other items)

We are not able to run out and meet the immediate needs of our guests unless it is a medical emergency. We are here to provide a warm, safe, friendly space and a meal and can not accommodate special requests.

8. What if someone is unable to control bodily functions and use the restroom on their own?

Please alert the Shift Supervisor who will arrange for them to be transported to a hospital. To clean up any bodily fluids or use latex gloves & a disinfectant cleaning product

9. Can we give medication to guests?

Over-the-counter items such as; Aspirin, Ibuprofen, Cough Syrup, and Cough Drops may be available, ask the shift supervisor.