



Neighborhood House Community Center Policies

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Neighborhood House Community Center is a space for people of all backgrounds to enjoy, share and inspire their own community and be part of the larger Madison community. Our center is intended to be an accessible resource used to promote personal growth, self betterment, and the creation of an informed and inclusive community.

To ensure these spaces remain safe, welcoming, and effective in serving their communities, Neighborhood House has established the following policies. These policies apply to all employees, volunteers, members, and participants of NHCC.

1. Access and Use

NHCC facilities are for individuals actively participating in programs, events, services, or scheduled meetings with staff.

- Loitering without active participation is not permitted.
- Visitors must check in at the front desk or with staff upon arrival.

Time Limit: Non-participating visitors should limit their stay to 40 minutes unless otherwise approved by NHCC staff for special circumstances (e.g., weather).

Designated Waiting Areas: Waiting areas are available for brief use while programs or meetings begin.

All individuals and groups renting space must follow the NHCC Room Rental Policies.

2. Conduct and Behavior

- All visitors must behave respectfully towards others, adhere to staff instructions, and follow posted guidelines.
- Harassment, discrimination, intimidation, or abusive behavior is strictly prohibited.
- Disruptive behavior or failure to comply with policies may result in removal from NHCC.

Users must adhere to the Neighborhood House Code of Conduct.

3. Programming and Activities

NHCC programs and activities must:

- Align with NHCC's mission of safety, inclusivity, and community-building.
- Be open to all participants, regardless of age, race, gender, disability, ethnicity, sexual orientation, or religion.
- Programs must ensure accessibility for individuals with disabilities.
- New programs must be submitted and approved by NHCC staff.

4. Health and Safety Policies

General Safety

Smoking, alcohol, and illegal substances are prohibited on or before accessing NHCC property.

Weapons of any kind are not permitted.

Users must notify staff immediately of accidents, safety hazards, or emergencies.

Food Safety

All staff and volunteers must follow NHCC Food Safety Policies when preparing or handling food.

Security

Security cameras monitor the front and back entrances.

NHCC staff will ensure all doors and windows are securely closed and locked.

Emergency Situations

General Evacuation

- Sound the alarm (fire alarm pull station) or call 911 if necessary.
- Assist individuals with disabilities, mobility issues, and young children.
- Evacuate to the designated assembly area: NHCC parking lot.

Specific Emergencies

Fire: Evacuate using the nearest exit; do not re-enter until authorities approve.

Active Shooter: Evacuate if safe. If not, hide in a secure location. As a last resort, disrupt the shooter only if life is in danger. Call 911 when safe.

Bomb Threat: Remain calm, notify staff, call 911, and evacuate as instructed.

Tornado: Shelter in the basement hallway, away from windows, doors, and walls.

Medical Emergency: Call for help and 911 as needed. Trained staff/volunteers will assist with First Aid and CPR/AED if available.

AED and First Aid kits are located in the upstairs hallway and middle office.

Mental Health Emergency

Assess the situation and ensure immediate safety, communicate calmly and offer non-judgmental support. If needed, contact emergency services or request:

5. Children and Youth

- Children under 12 must be accompanied by an adult unless enrolled in a supervised NHCC program.
- NHCC is not responsible for unsupervised children that are not NHCC enrolled participants.

6. Facility Usage

- Visitors must use NHCC facilities, equipment, and resources responsibly.
- Food and drinks are allowed only in designated areas.
- Individuals or groups may be charged for damage to NHCC property.

7. Technology and Internet Use

- Users must comply with NHCC guidelines for responsible device and internet usage.
- Accessing inappropriate or offensive content is prohibited.

8. Personal Belongings

- NHCC is not responsible for lost, stolen, or damaged items.
- Visitors should avoid leaving valuables unattended.

9. Animals

Only service animals are allowed inside NHCC facilities unless part of a pre-approved program.

10. Dress Code

Visitors must wear appropriate attire. Clothing with offensive language or imagery is prohibited.

11. Consequences of Policy Violations

Violations of NHCC policies may result in:

1. Verbal or written warnings
2. Removal from programs or premises
3. Suspension or permanent exclusion from NHCC activities

NHCC reserves the right to involve law enforcement in severe cases.

12. Feedback and Grievance Process

NHCC welcomes constructive feedback. Concerns or complaints must be submitted in writing to the executive director at laura@neighborhoodhousemadison.org.

By following these policies, we ensure NHCC remains a safe, inclusive, and welcoming space for all members of our community.