2026-2027

OVERFLOW SHELTER GUEST FAQS

SHELTER CHECK-IN | 6:00-6:30 PM

Location: The Dwelling
502 N. Broad St, WSNC

Women will begin checking in at 6:00.
Men will begin checking in at 6:30.
Must be present by check-in time to be eligible for a bed.
Guests transported (women first) to shelters starting at 6:15.

SHELTER LOCATIONS

ST TIMS women	NEW STORY men	THE DWELLING men	AUGSBURG men	PRIVATE LOCATION families

GREET STREET women	CALVARY men	FIRST PRES men	KNOLLWOOD men

TRANSPORTATION

How will I get to & from my shelter?

NIGHT: All guests will be transported to their shelters starting at 6:15 from The Dwelling check-in location.

MORNING: Depending on shelter location, guests will either be picked up by van, given a bus pass, or will leave on foot.

BELONGINGS & ENTRY @ SHELTER



What about my stuff?

All guests will be given 1 18gal bin to store their belongings at their shelter location.
If it doesn't fit in the bin, it cannot go with you.
Only bring with you to check-in what you can take.

Allowable "out" items: toiletries, medications, technology.
All guests will go through a safety check upon entry.

WWW.THEDWELLINGWS.ORG/SHELTER

GUEST FAQS

AT THE SHELTER

What can I expect each night?

Dinner
A cot or mat, blanket, and pillow
Restful sleep with lights out at 9:30pm and on at 5:00am

MORNING DEPARTURE

When do I need to leave?

The shelter will close at 6:00am for Men and Women

Guests will not be allowed back in the space or permitted to access bins until the next night so take all your belongings with you.

EXPECTATIONS

What will get me removed from the shelter?

Bringing illegal drugs or substances onto site
Using alcohol or drugs while at the shelter location
Sexual Activity on site
Theft, misuse, or damage of property
Violent, threatening, bullying behavior

OTHER QUESTIONS

Can I smoke at my shelter: Yes. There will be smoke breaks.
Can I check-in at my shelter: No. You must start at The Dwelling
Can I leave and come back later: No. But you can check-in tomorrow.
Will I go to the same shelter each night: That's the hope. Consistency gets you a guaranteed return spot.
What if I miss a night: We will do our best to get you a bed but it is not guaranteed.
What if I'm late to check-in: You will need a police escort to the shelter location for after-hours check-in. Space is not guaranteed.
What happens if I am removed for breaking expectations: You will need to meet with the Shelter Director to build a re-entry plan.