Consumer Council
Non-Violence Statement

ShelterCare is a non-violent community. As a community that strives to be safe and respectful, we do not support gossiping, talking about other people, making fun of other people or sarcastic remarks. We make every effort to address our issues with other people directly and privately. If we’re not able to do this, we seek support to improve our problem-solving skills. We are kind, caring and compassionate with each other.

We do not support any acts of violence in our community, including swearing, yelling, harassing, threatening, hitting, hurting oneself or others, or making anyone a victim of our behavior.

In the provision of services to clients, ShelterCare affords equal treatment to all without regard to race, color, ages, national origin, marital status or physical or mental disability.

A 501 (c)(3) nonprofit agency Federal ID number 23-7115003
Consumer Council
Mission Statement

The mission of ShelterCare’s Consumer Council is to increase the involvement of program participants in ShelterCare and in the broader community and to empower participants with a coordinated consumer voice, in order to maximize their overall quality of life.

Benefits of Being a Part of the Consumer Council

- Keep yourself updated on issues that affect the direction of ShelterCare and your life.
- Express your opinion and help shape policy.
- Give yourself an opportunity to become a leader in the community.
- Advocate to preserve the respect, dignity, and rights for consumers at ShelterCare.
- Collaborate and make connections with consumers from other ShelterCare programs.
- Maintain a productive and accountable Consumer Council.

We’re Proud of Our Success

Since 2007, the Council has given a greater voice to those receiving services from ShelterCare. Achievements include:

- Supporting development of agency policies (weapons policy, non-violence, grievance).
- Advocating for the rights of the homeless locally and statewide
- Helped develop “pause points” for consumer information and art
- Created agency wide newsletter
- Developed consumer contact directory
- Developed standardized form to allow for consumer fundraising efforts
- Coordinating volunteer outings
- Coordinating ShelterTalks
- Hosted modality of recovery workshops
- Continued coordination with NAMI
- Established positive outreach with local police