



## **Frequently Asked Questions**

City of Norman's Winter Shelter

Updated February 9, 2021

---

### ***When are you open?***

The City of Norman's Warming Shelter is open from 7:00 p.m. to 7:00 a.m. through March 2021.

### ***Where is the Warming Center located?***

The City of Norman's Warming Shelter is located at 325 East Comanche.

### ***What about all my stuff?***

Each guest will be allowed to bring in ONE bag. Bags will be screened with a hand held metal detector. If the metal detector indicates the presence of metal, consent to search the bag will be requested. If consent to search is denied, the bag cannot be taken into the secure area of the Winter Shelter.

### ***Will I be strip searched?***

Absolutely not! Each guest will be screened with a hand held metal detector. If the metal detector indicates the presence of metal, consent to conduct a pat down search will be requested. If consent is denied, the guest will not be allowed to enter the secure area of the Winter Shelter.

### ***Has anyone been assaulted at the Winter Shelter?***

No. Physical and sexual violence, of any type, is unacceptable and will result in an immediate ban of using the overnight shelter. The Security staff on duty has the right to send any guest out for the night who is disruptive to the community as a whole. Continued stay will be determined the following business day by Security and Staff.

### ***What are the Winter Shelter's COVID-19 protocols?***

Face coverings are MANDATORY at ALL times, with the exception of the sleeping area and guests are encouraged to sanitize their hands before entering the sleeping area.

### ***Are meals provided?***

No meals are provided at the warming shelter, however, breakfast and lunch are served at Food and Shelter and dinner is served at Salvation Army.