

Guide to a Good Stay at LivaShelter



Welcome to LivaShelter

You have taken the first important step towards a life free from violence. We would like to help you take the next steps. They can be difficult, but they are part of your journey, and one day you will look back and be glad that you went all the way.

We hope that you and your children have a good stay with us. You are always welcome to ask the staff about life at LivaShelter.

On the following pages, you can find useful information about your stay at the shelter.

Kind regards

The staff at LivaShelter

Guide to a Good Stay at LivaShelter

In this guide, you can read about practical matters relating to everyday life at the shelter.

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Welcome to LivaShelter

To make things easier for you as a new resident at LivaShelter, we have prepared this guide. We hope it will answer some of the many questions you may have.

As a general rule, we regard the shelter, and especially your room, as your home. It should feel as free, supportive and relaxing as possible, so that you have the energy to work on yourself and your situation. At the same time, LivaShelter is also home to other women and children and a workplace for the people who are here to help and support you. This requires everyone to treat one another with respect and understanding. No two stories are the same, but we understand and support one another.

Safety

Safety is a high priority at LivaShelter, and it is important that you help protect the shelter, the other residents and yourself.

Our address is confidential. It is kept secret to prevent people from finding us. We need you to help protect our address and not share it with others. If you are meeting family or friends, please do so well away from the shelter. For the same reason, you must not order takeaway food or have goods delivered to our address.

When you were admitted, you signed a “Confidentiality Declaration”. This is necessary to protect you, the other residents and the staff. By signing the declaration, everyone helps protect one another by not telling outsiders where they live or who they live with.

All windows and doors are fitted with alarms. The exterior doors must therefore not be held open, as this will trigger the alarm. The terrace is also alarmed, and the terrace door is locked at night.

We have a video intercom so that staff can always see who is at the door before letting them in. The exterior doors are always locked, and only staff can open them. When you need to leave, simply call a member of staff so we can open the door for you.

Out of consideration for the other residents, meetings and activities, and our night staff, you must be at LivaShelter overnight. On Mondays, Tuesdays, Wednesdays, Thursdays and Sundays, you must be back by midnight; on Fridays and Saturdays, by 1:00 a.m. If you need the door opened between then and 6:00 a.m., for example because of work, this must be agreed in advance with your coordinating social worker at LivaShelter.

You may stay away overnight for up to two nights per week. Please inform staff in advance if you will be staying elsewhere. We need to know this partly for your safety in the event of an emergency, such as a fire. If you need to be away for more than two days, this must be agreed with your coordinating social worker.

Digital safety

Photography, video recording and FaceTime are prohibited in LivaShelter's communal areas. This also applies to videos for Snapchat, TikTok, Instagram, etc. These activities may only take place in your own room, in order to protect the other residents. You must never share photos or videos of other residents without their consent. We also recommend that private phone calls are not made in communal areas.

You must turn off location services on your phone, iPad, etc., as apps such as Find My iPhone and Snapchat can reveal your location. If location services are enabled, you may be traceable to the shelter.



Communal areas

We all share responsibility for maintaining a calm environment and a positive, constructive way of communicating. It is therefore important that we treat one another in a positive and welcoming manner.

We do not tolerate discrimination and expect everyone to help prevent it. If you experience discrimination towards yourself or others, please contact staff immediately.

Residents at LivaShelter come from many different backgrounds, and our aim is to create an inclusive community. We therefore ask that Danish is used as the main shared language at the shelter.

You are very welcome to speak your native language in smaller groups when residents who speak other languages are not present. In other situations, we ask you to speak Danish whenever possible. This helps all residents feel included in the community and in conversations.

Dining room

The dining room is the most frequently used room in the shelter. We celebrate birthdays and residents moving on, and we eat together there every day. We therefore ask you to wipe the table, sweep the floor if necessary, rinse your own cutlery and dishes, and put them in the dishwasher after eating. If you have used a high chair, please remember to wipe it down afterwards.

If you need to eat in your room, please bring your dishes (plates, cutlery, glasses, etc.) out afterwards, rinse them and place them in the dishwasher. You must also rinse your plate and cutlery after lunch and dinner.

Each room has a cupboard and a plastic box for the refrigerator. You can store dry, non-refrigerated food in the cupboard and use the plastic box for items that need to be kept cold. If you place personal food or drinks loose in the refrigerator, please clearly label them with your name.

Remember to throw away old food and tidy and clean your box before moving out.



TV room

Food may not be eaten on the sofa in the TV room, but you are welcome to enjoy coffee and dry snacks. Please wipe surfaces and tidy up when you leave the room. If anything is spilled on the carpet or sofa, please clean it up immediately.

To protect younger children, children who want to play console games must do so in their room.

You are welcome to use our toys as much as you like. Please take care of them and put them back afterwards so other children will also want to play with them. This also applies to the toys at “Otto’s place” in the hallway. Help your children tidy up when they have finished playing and before leaving the communal areas.



Your children at LivaShelter

Children are an important part of LivaShelter and may also need help and support. Together with you, we will support them as well as possible. Fortunately, children often settle in quickly, make new friends and find new activities. We live close together and need to make sure there is room for everyone, including residents who may need periods of peace and quiet. We have therefore established some shared guidelines for children.

Children’s room times:

Children aged 0–10 must be in their rooms by 8:00 p.m.

Children aged 11–13 must be in their rooms by 9:00 p.m.

For safety reasons and to protect children aged 0–13, they must never be alone in the communal areas or on the roof terrace. You must be with them when they eat, play or spend time in the communal areas. Children aged 14 and over may use the communal areas on their own.

If you need to leave the shelter without your children, you may arrange for another resident to look after them. It is important that you inform staff before leaving and tell us where you are going, how long you will be away (maximum two hours), how we can contact you, and who is looking after your children.

Children must not take food from the residents' refrigerator or freezer themselves. For hygiene reasons, younger children must also not serve themselves food at lunch or dinner.

Children may watch YouTube or play games on a tablet or mobile phone in the communal areas and TV room, but the sound must be turned off or they must wear headphones. Console games must be played in their room.



Smoking

LivaShelter is smoke-free. Smoking is only permitted outside on the terrace in the designated smoking area by the wall-mounted ashtrays.

Smoking is not permitted indoors, in the orangery or in the rooms.

If you smoke, you must help keep the smoking area tidy and empty the ashtrays. Please check the posted rota to see when it is your turn.

For safety reasons, smoking on the terrace is not possible at night (see next section).

Terrace

Your clothing on the terrace and in other communal areas should be appropriate for a public shared space where everyone must feel able to be present.

Loud music may not be played on the terrace or in the orangery unless there is a group activity for all women and/or children. Please remember that other residents may need peace and quiet while using the terrace.

Remember to tidy up after yourself and your children when leaving the terrace, including putting things back and removing packaging, cups and dishes.

The orangery can be used for relaxing. Smoking is not permitted, and it must be kept tidy with items returned to their proper place after use. You are very welcome to help water, care for and grow plants, flowers and herbs in the orangery and on the terrace.

The sliding door to the terrace is locked at night. From Sunday to Thursday, it is closed at midnight and the alarm is activated. There is then no access until 6:00 a.m., when the night staff deactivate the alarm. On Fridays and Saturdays, the sliding door is closed at 1:00 a.m. and reopened at 6:00 a.m.



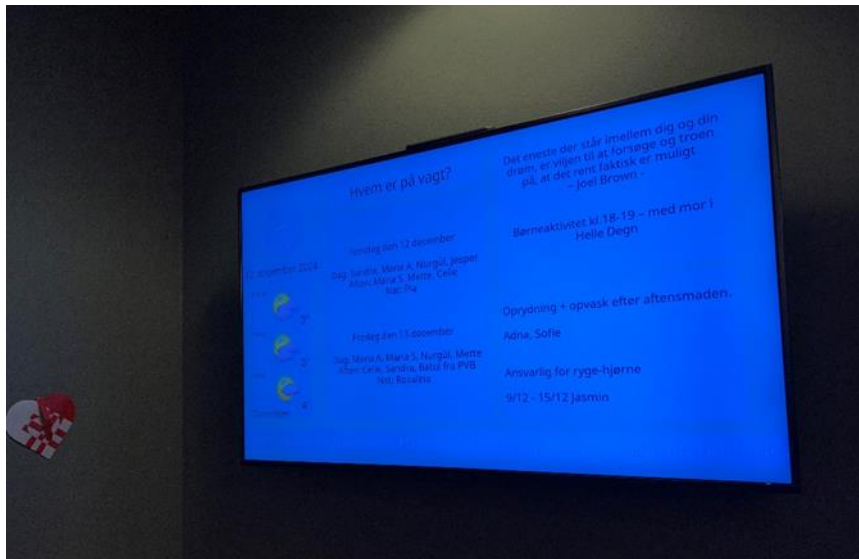
Information in the shelter

The electronic noticeboard in the hallway contains information about the shelter, staff, activities and more. For example, you can easily see when your contact persons are at work and plan conversations and meetings accordingly. Notices about new group activities and other useful information are also posted regularly.

The wall noticeboard will indicate when guests or tradespeople are expected in the building, especially in the shelter area, so you can prepare for unfamiliar people being present.

In the shelter hallway, there is a shelf with individual mail slots where you receive your post and relevant information from LivaShelter.

The noticeboard in the dining room also contains information about new activities, menus and more.



Storage of belongings

If you need to store belongings, clothing or furniture, we have a cooperation agreement with Nettolager. Using your phone, you can arrange rental of a storage unit and choose its size and location. The rental includes insurance and can be terminated from one day to the next. Ask staff for advice if you need storage.

Cleaning

You share responsibility for cleaning the entrance area and bathroom with the neighboring room. It is therefore important that you agree on how to use the bathroom and shared space and how to handle tidying and cleaning. This will make your stay easier.

You are responsible for cleaning your own room and for purchasing your own cleaning products. You are also responsible for disposing of your own waste. Please use the waste containers in the courtyard.

Ask staff for equipment for washing floors and vacuuming.

To ensure proper maintenance of LivaShelter, our service team carries out a monthly maintenance check of all rooms and bathrooms. This includes cleaning drains and checking ventilation, radiators, windows and more.

Maintenance checks take place on the first Monday of each month between 9:00 and 11:00 a.m. for the rooms: Thit, Simone, Rosa, Rokeya, Rita, Marie, Mathilde, Malala, Lili and Jette.

Maintenance checks take place on the first Tuesday of each month between 9:00 and 11:00 a.m. for the rooms: Jane, Harriet, Frida, Tine, Chimamanda, Bodil, Birgitte, Asii, Angela, Amelia, bell hooks and Masha.

In addition, everyone must tidy up after themselves in communal areas, clean up spills and wipe down kitchen counters, dining tables and appliances such as the toaster and microwave after use.

Laundry

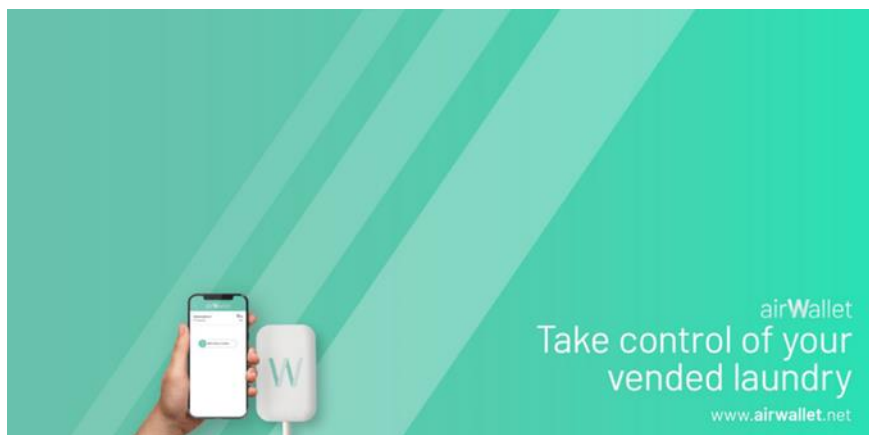
Our laundry room is behind the first door on the right when you enter the shelter.

A wash costs DKK 15 per load. Download the “Air Wallet” app to your phone and follow the instructions. You will need to link a payment card. There is no booking system, so please check that a machine is available before starting. The tumble dryers are free to use.

Out of consideration for the neighbors next to the laundry room, all washing and drying must be finished by 8:00 p.m.

Keep an eye on your washing and drying and remove your clothes when the cycle is finished so that others can use the machines. If you do not collect your clothes when the cycle ends, you should expect that someone may remove them from the machine.

Please dispose of any rubbish and tidy up after use.



Food at LivaShelter

The social community is important to us at LivaShelter. From Monday to Friday, our kitchen provides lunch and dinner. The kitchen prepares the food, and residents and staff eat together whenever possible.

At Liva, shared meals are intended to strengthen the community, and we would like everyone to be present in that community. Shared meals are therefore device-free for both children and adults. This means no digital devices during shared meals on weekdays from 12:00–1:00

p.m. and 5:00–6:30 p.m., and at weekends from 5:00–6:30 p.m. You can always choose to eat your meal in one of Liva's other rooms.

- **Weekdays:** You are responsible for your own breakfast, but bread, cheese, butter, milk and breakfast cereals are always available for everyone to use, as well as coffee and tea in the dining room. If you would like any specific food items of your own, you can buy them and store them in your designated box in the fridge or in your kitchen cupboard. Food must not be stored on Liva's plates or left loose/uncovered in the fridge.

On weekdays, Liva's kitchen prepares lunch and dinner, and we eat together in the dining room. Due to limited space in the dining room, dinner is served in two sittings.

- **Weekends:** Liva provides whatever breakfast bread is available in the house and, sometimes, freshly baked rolls, as well as dinner. You are responsible for your own lunch.

Liva's kitchen prepares lunch and dinner, and we eat together in the dining room between 5:15 and 6:30 p.m.

You can see the menu for the coming week on the noticeboard in the dining room. If you would prefer other food or have special dietary needs, you are very welcome to buy your own groceries and prepare food in Helle Degn. The food prepared by Liva's kitchen is offered free of charge.

If there is dinner left after 6:30 p.m., you are welcome to save a portion for later.

Cleaning up after dinner is done together with the evening staff. Tables are cleared, dishes are washed in the kitchen, floors are swept and rubbish bags are emptied.



Group activities

Resident meetings are held regularly. We encourage you to attend, as they often include important information about life at LivaShelter. At resident meetings, you can also make suggestions and take part in discussions about residents' wishes.

We also hold activity meetings where suggestions for upcoming activities are discussed.

If you would like to do yoga, we have a membership with Jo:Ga, and you can book a session through the staff.

When the weather allows, we arrange barbecues, evening swims or walks by the beach. At times, we also organize power walks and similar activities.

There is a Saturday activity on the first Saturday of every month, which you can sign up for if you would like to participate.



Employment in and outside LivaShelter

Being able to support yourself is important for building a new life free from violence. At the beginning of your stay at LivaShelter, you will meet our employment coordinator, who will help you explore your options regarding work or education. Together, you will make a plan for returning to your job or studies, or for maintaining your activities or employment during your stay.



Social work and educational support

During your stay at LivaShelter, you will receive the necessary help and support from both our social work and educational staff.

After arriving at LivaShelter, you will be assigned a coordinating social worker. They will help you with documentation, meetings, contact with public authorities and, of course, cooperation with your home municipality. Your municipality has been informed that you are staying at the shelter and must help ensure that you can move on from the shelter when you are ready. If your child or children are staying with you, we have also informed your municipality of this.

We can support you or accompany you as an advocate at external meetings with municipalities, job centers, the police, the Agency of Family Law and others.

Our child specialists and social educators will support you through conversations, accompaniment when needed and practical help in everyday life.



LivaShelter's children's team

When you stay at LivaShelter with children, you are responsible for their everyday care, including food, care and routines. We do not provide childcare, but in individual situations we may be able to help, for example if you need to attend a meeting and have no other childcare option.

Living at a shelter is a major change for both you and your child. After experiences of violence or conflict, children may need support to process what they have been through, regain a sense of safety and establish a new everyday life.

Your child will therefore be assigned a child or youth counsellor as a contact person who will support both your child and you during your stay.

The child counsellors offer, among other things:

Mother/child conversations – Shortly after moving in, you and your child will be offered a conversation about the new situation. The focus is on the child's perspective, safety and helping the child understand what will happen. The child will also receive their own "child's backpack".

Individual conversations with children – Children may find it difficult to share thoughts and feelings with their mother because they are afraid of upsetting her. The child is therefore offered individual conversations with an adult, providing space for questions, worries and difficult experiences. The first conversation is offered within one week of moving in, with ongoing follow-up.

Children's group – At certain times during their stay, older children will be offered the opportunity to join a children's group where they can meet other children in similar situations. The group offers a sense of community, recognition and support in coping with difficult feelings and experiences.

Conversations with mothers – You can also speak with the child counsellor about concerns, your child's reactions or other issues that are on your mind. This may be to receive advice or support, or simply to put difficult experiences into words.

At LivaShelter, we support:

- Children returning to school/daycare as soon as possible. Homework support or exam preparation can be arranged at the shelter when needed.
- Children spending time with peers – for example, we support children having playdates with classmates.
- Children taking part in leisure activities – we are happy to help children continue or start leisure activities.
- Positive experiences – we provide opportunities for you and your children to have good experiences together, both at the shelter and outside it. We organize activities that support your child's well-being and interests.
- Children knowing their rights – we want children to be informed about their rights within the system.



Psychological counselling for adults

When you are admitted to a shelter, you are entitled to 10 sessions with an authorized psychologist. When you move in, we request these sessions from your municipality of residence. The sessions must take place during your stay or immediately afterwards. It is entirely up to you whether you wish to use this psychological support.

Through the psychological counselling sessions, you can gain a better understanding of your emotional reactions and learn tools for managing them. For example, you may learn techniques to reduce stress and anxiety and improve your mood.



Psychological counselling for children

Your child may be able to receive psychological counselling after moving into the shelter. At the beginning of your stay, you and the child counsellors will discuss the need for psychological support, and with your agreement we can ask your home municipality to arrange a course of sessions with a child psychologist.

Children who have experienced violence or severe conflict at home may react in many different ways. This may include stomach aches, restlessness, worries, nightmares, low self-esteem, or feelings of guilt and shame. Witnessing violence can affect children just as much as being directly subjected to it.

During psychological counselling, the child receives help to process their experiences and manage the feelings and reactions that may follow violence.

Before the sessions begin, the child psychologist will speak with you about the process, your child's well-being and any concerns you may have. You will be involved along the way and receive guidance on how best to support your child.

When moving out

LivaShelter does not provide practical moving assistance. This may be provided by voluntary organizations (Røde Kors Parat) or a private moving company. We can support you in contacting them and, if relevant, applying for financial assistance with moving costs. You are responsible for obtaining moving boxes and similar supplies if needed.

Emergency preparedness plan for a national crisis

We expect your stay at LivaShelter to be calm and uneventful. However, please be aware that as a resident you are responsible for your own emergency supplies in the unlikely event of a national crisis.

Below is a checklist recommended by the Danish Emergency Management Agency covering the most basic needs:

- 3 liters of drinking water per person per day
- Food for three days that has a long shelf life and is easy to prepare
- Medication, including both prescription and over-the-counter medicines
- Hygiene products, such as toilet paper, hand sanitizer, sanitary towels, nappies, etc.
- Power bank, torch, batteries, physical payment cards (remember your PIN), and possibly some cash in coins and small-denomination notes
- Candles and matches, if appropriate
- Warm clothing

You have a duvet and blanket in your room. LivaShelter also has a shared first-aid kit, an FM radio and iodine tablets for residents under the age of 40 and for pregnant and breastfeeding residents, as recommended by the Danish Emergency Management Agency.

HOUSE RULES – Copy

Children:

You have been informed that your children may not stay in the communal areas or on the terrace without your supervision. By agreement with staff, you may arrange short-term childcare with another resident. You are responsible for tidying up after your children's play and meals, including rinsing plates after eating.

Kitchen:

You have been informed that one evening per week you must help clear tables and wash up after dinner together with other residents and staff. Please see the posted rota for your assigned day.

Safety

You have been informed that LivaShelter's address is confidential and must not be disclosed without permission.

You have been informed that you may not order takeaway food or receive parcels/mail at LivaShelter's address.

You have been informed that live videos may not be recorded and FaceTime may not be used in communal areas.

You have signed the Confidentiality Declaration.

Night-time at LivaShelter

You have been informed that LivaShelter has a sleeping night staff member. The night staff member goes to bed at midnight Monday–Thursday and Sunday, and at 1:00 a.m. on Friday and Saturday, so you must return to LivaShelter before then. The shelter must be quiet after 11:30 p.m. If you need the door opened between midnight/1:00 a.m. and 6:00 a.m., for example because of work, this must be agreed in advance with your coordinating social worker at LivaShelter.

You may stay away overnight two nights per week. More than two overnight stays must be agreed with your coordinating social worker.

Drugs, alcohol and smoking

You have been informed that the consumption of alcohol or drugs is not permitted at **LivaShelter**, as we want to ensure a safe environment for all residents.

You have been informed that smoking indoors, including e-cigarettes, is prohibited. All smoking must take place in the designated smoking area on the terrace. Residents who smoke are expected to take turns keeping the smoking area clean and tidy, one week at a time.

Cooperation with staff

You have been informed that cooperation between you, staff and other relevant parties is important. Failure to cooperate with staff may result in discharge from the shelter.

Communication and behavior

You have been informed that we do not accept any form of violence, threats, discrimination, racist remarks or behavior, and we expect everyone to help prevent such conduct. Unacceptable behavior and lack of respect may result in discharge from the shelter.

Insurance

As a resident at LivaShelter, please be aware that LivaShelter's insurance does not cover your personal belongings or injuries to you or any children staying with you. This applies both during and after your stay at LivaShelter, for example if you form a relationship with one of our volunteers after your stay. We therefore strongly recommend that you check whether you and your children have household contents insurance and, where relevant, accident insurance, and arrange such insurance if you do not.

Warnings

You have been informed that failure to follow the rules may result in a verbal or written warning. A warning may result in discharge from the shelter.

I hereby confirm that I have reviewed the "Guide to a Good Stay at LivaShelter" and LivaShelter's "House Rules", and that I have been informed about LivaShelter's fire and evacuation procedures.

Date: _____

Name + room + signature: _____

Staff member who reviewed the guide: _____

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