

The Community Kitchen property stretches along the north side of East 11th Street from Peeples to Baldwin. It is the desire of the Community Kitchen to be a safe, comfortable, peaceful place for all. Those participating in the following behaviors could be removed from Community Kitchen property and may be denied services:

- being intoxicated
- being violent
- possessing weapons, alcohol, illegal drugs
- using verbal or physical threats
- using profanity or loud tone of voice
- disobeying rules or directions
- loitering on the ramp or the side walks
- sitting on the walls
- destroying property
- engaging in horseplay and sexual activity
- asking for or taking donations for yourself
- shop-lifting from the thrift store
- disrespecting donors and volunteers
- failing to supervise or control your children
- being in posted areas without permission

## Grievance Procedure

If you believe that you have been unjustly denied service by the Community Kitchen or any of the Community Kitchen staff, or that the manner or quality of service was inadequate, you have the right to file a written complaint. The Executive Director will meet with you to investigate your complaint. If you are not satisfied with the action the Executive Director takes, you may request a review by the grievance committee.

## Basic Services

**Meals** are served on-site:

- Breakfast 7:00am to 8:00am every day
- Lunch 11:00am to 11:45am every day
- Dinner 4:00pm to 4:45pm weekdays (sack suppers are handed out on weekends)

**Showers and toilets** are available from 7:00-11:45am every day and from 1:00-4:30pm Monday-Friday. Showers and Toilets are closed for cleaning from 12:00-1:00pm Monday-Friday.

**Mail** is available Monday through Friday 8:00am-12:00pm and 1:00-5:00pm only when there is a front desk volunteer. **Secured Mail** is only available on Wednesdays from 1:00-2:30pm.

## Expectations

**Smoking** is only permitted in the covered, designated smoking area.

**Property:** The Community Kitchen is not responsible for your property. Things left unattended in the Community Kitchen at closing time will be thrown away.

**Dress:** You must be properly attired to participate in services at the CCK.

**Personal Hygiene** must be maintained at a level acceptable to staff and other participants. Hygiene items are available at the front desk.

Welcome to...

# Chattanooga Community Kitchen

## Map to Services

Client Line: 423-265-6835

727 East 11th Street

PO Box 11203

Chattanooga, TN 37401

423-756-4222 office line

The Community Kitchen serves without regard to race, color, sex, national origin, religion, age, disability or orientation.

## Map to Services

**The Chattanooga Community Kitchen (CCK)** is a private social service agency serving homeless, hungry and needy men, women and children.

Services are free and open to all.

In addition to the services mentioned on the back page, other services include:

**Telephones** are available Monday through Friday from 7:00-11:00am and 1:00-5:00pm when there is a front desk volunteer.

To be sure everyone has a turn, phone calls are limited to three minutes.

**Washers and Dryers** are available Monday through Friday from 1:00-4:30pm (last load starts at 3:30pm).

**Respite Room** is available for those who have a medical referral from the Homeless Health Care Center.

**Consider The Lilies Thrift Store** is open Tuesday through Saturday 8:30am-4:30pm. Clothing give-away is available 8:30am-4:00pm Tuesday through Friday.

**Hygiene Products** are available at the front desk.

## Map to Success

**The following services are available to help you build a successful life:**

**Homeless Health Care Center (HHCC)** is next door to CCK and provides medical and case management services at 717 East 11th Street Monday-Friday from 7:30am-4:30pm.

**VIP** is an outpatient substance abuse treatment program Monday-Friday 8:00am-4:00pm. For admittance, see a case manager at HHCC.

**AA and NA** meetings are held in the VIP room from 9:00-10:00am Monday through Friday.

**HELP II**, Homeless Employment and Life Skills Program, provides employment assistance. Located in the 727 building.

**Interfaith Homeless Network** is a family night shelter. Day center facilities are available on-site. See a case manager at the HHCC for referrals.

**SAFAH** is Supplemental Assistance for Families to Aid the Homeless. This service is available to link homeless mothers and children who have experienced domestic abuse with supportive services. Located in the 727 building.

**Family Housing and Learning Center** provides supervised apartment living to working families as they leave shelters.

**Community Voice Mail** is a voice-mail service available through case management with HHCC and HELP II.

**St. Catherine's Emergency Night Shelter** is available to women and children nightly. Case managers from HHCC are referral sources.

**St. Matthew's Night Shelter for Men** is available nightly for men in programs. Case managers from HHCC are referral sources.

## Choose Success



*'Help from the heart of the city'* is more than just a slogan. - Brother Ron Fender, BSG