

**Points to note for Making Donations or Visits to Temporary Cold Shelter /
Temporary Heat Shelter / Temporary Shelter
(referred to as “shelter” hereunder)**

Making donations

- General – To safeguard the privacy and personal belongings of shelter users and ensure that they can rest in a quiet and undisturbed environment, donors are not allowed to hand out donation items to shelter users inside the shelter. Donors will first register at shelter and then be directed to place their donation items at a specified indoor location. Shelter staff will notify shelter users to collect the items on their own.
- Donation of food – As the shelter provides shelter users with food and drinks, we do not encourage the donation of edible items, particularly those which are not pre-packed or without shelf life or even expired. Shelter staff will arrange disposal of uncollected donated food on the same day/night the food is donated without prior notice to donors.
- Donation of clothes and blankets – Donors should ensure that the items have been duly cleansed or disinfected. Donors should also clearly indicate if they would like to recover the surplus donation items. If not, the surplus items will be at the shelter staff’s disposal.

Making visits

- General – To safeguard the privacy of shelter users and ensure that they can rest in a quiet and undisturbed environment, visits are not allowed inside the shelter. Instead, visitors will be directed to a specified indoor location. Shelter staff will notify shelter users to meet with visitors at the specified location if they wish.

Enquiries

- If there are enquiries, please liaise with our on-site staff while the shelters are opened.