



Thank you for visiting Family Promise Salt Lake!

We are here and we are continuing our mission to provide safe, family emergency shelter and basic needs to families with children experiencing homelessness. Although family emergency shelter looks different right now, it is still very much needed. We have over 40 families in our shelter, housing and aftercare (graduate) programs, and are continuously reminded how extremely difficult it is to be going through this pandemic without a home, or the insecurity of maintaining housing stability. In addition to safe shelter, we're providing families with basic needs; we're connecting families to mainstream resources, and most importantly, we're helping families move home. We are here, and we stand with our resilient families and children. Family Promise is the leader in providing family emergency shelter and we will continue to do this work during these unprecedented times.

While we are returning to normal operational hours of Monday through Friday 9 am to 4:30 pm as of May 4th, due to COVID-19 we have made some changes to our normal business operations, and need your help to ensure that families, staff and volunteers remain safe! **Here's what you need to know:**

Family Promise Salt Lake Day Center and Admin Offices:

- **Our Day Center is closed to ALL walk-in traffic**, including volunteers, visitors, and others (including friends and families of our shelter guests).
- **Family Promise Salt Lake Administrative Offices are open, but with restrictions:**
 - We will remain closed to all walk-in traffic until May 31st. Appointments are required.
 - **We ask that all visitors, community partners, or families in need of services call ahead and make an appointment – 801.961.8622.**

Requests for Services:

- **Emergency Shelter:**
 - **Applications for emergency shelter services are still being accepted!**
 - **Please call our office at 801.961.8622 ext. 0 and make an appointment to meet with one of our staff and fill out an application.**
 - **No WALK INS! Appointments are required.**
 - **Please wear a mask or face covering.**
 - Hand sanitizer will be provided.
 - **Only one parent/guardian per appointment.**
 - Please plan and make arrangements for your family to remain elsewhere, and safe.
 - **There is a wait list.**
 - Shelter services may not be immediately available on the day of your appointment, however, our staff will walk you through the



process and how best to ensure you move quickly through the list, as well as provide support to you to ensure your safety.

- **We currently do not offer hotel vouchers.**
- **Food/Basic Needs Support:**
 - **In need of groceries? Hygiene Items? Basic Needs? Please reach out! We can help.**
 - **Please call our offices at 801.961.8622 between 9 am and 4:30 pm, Monday through Friday**, and ask to speak with our case manager. He will work with you to provide basic food/grocery needs, and other ways to lend support.
- **Rental/Utilities Assistance:**
 - At this time financial assistance for rent and utilities is reserved for the 40 families currently in our program - however, we CAN refer you to those who can support your requests. Please call our case manager at 801.961.8622 x3 and he will walk you through your options and provide you the best resources available to ensure that you remain housed, safe, and with your family.

Financial and Volunteer Support:

Many of you have reached out and asked how you can help during this time. Thank you! We are experiencing an increase in families asking for help due to COVID-19. Many families, who were staying in double up situations, are now being asked to leave. As such, these families are in extreme crisis. As we pivot to meet the increased demand for family shelter, here are the best ways to help:

- **Financial gifts** will be used to support families in the program in areas such as transportation, day care needs, housing support, education needs, and food: <https://familypromisesaltlake.org/donation-information/>
- **Provide Meals for Shelter Families:** Volunteer support is needed to provide dinners for families in shelter. Please reach out to Dallin Beard at dallin@familypromisesaltlake.org to find out how you can help.
- **Diaper, Food & Hygiene Drives:** Many of our in-person volunteer opportunities are on hold for now, but there are still ways you can support our programs. Call or email our Donation Coordinator at 801.961.8622 or daycenterhost@familypromisesaltlake.org to coordinate.
 - **Organize a diaper drive:** Diapers of all sizes are needed! Wipes too!
 - **Organize a food drive:** Help us keep our food pantry stocked and ready for families in need. The food pantry is open to families currently in our program, graduates, and families experiencing food insecurities. Call our Donation Coordinator at 801.961.8622 to find out immediate food needs. Must be non-perishable.



- **Organize a hygiene drive:** Hygiene items such as shampoo, soap, female hygiene products and cleaning supplies can be expensive for families already struggling to make ends meet. Help us provide some basic needs to families both currently in our program or not.
- **School supplies:** While our children are currently working through their education from home or shelter, there is still a need for school supplies such as notebooks, pencils, rulers, etc. Organize a school supply drive to ensure that all children have the best access to the tools they need to help them achieve success at school.

The outpouring of love and support from this amazing community is incredible. You have filled our families (and staff) with hope. Families have shared how relieved they are knowing that this community is here for them when they are in crisis. Thank you for the financial support, in-kind donations, prayers and words of encouragement. They are not lost on our families or FPSL team!

We appreciate your help as we work to be a good community partner and stop the spread of COVID-19! Communication is moving at a rapid speed and is constantly changing! If you have any questions, please feel free to email me directly at wendy@familypromisesaltlake.org.

With gratitude,

Wendy

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Family Promise Salt Lake

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