



DIGNITY HUMANITARIAN NGO
PROCEDURES FOR PROVIDING
TEMPORARY HOUSING / SHELTER.



DIGNITY HUMANITARIAN NGO'S PROCEDURES FOR PROVIDING TEMPORARY HOUSING / SHELTER.

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Humanitarian NGO

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GENERAL OVERVIEW / DESCRIPTION

The temporary housing/shelter is a safe space that is provided on a short-term basis to people who find themselves in a difficult life situation and serves as a temporary support.

The temporary housing/shelter includes:

- Sleeping rooms
- Kitchen
- Bathroom
- Restin room

Criteria for provision of the temporary housing / shelter

The temporary housing / shelter is provided to those in need who have been subjected to:

- Stigma / discrimination
- Violence
- To those representatives of vulnerable communities who arrive in Yerevan from other regions for medical purposes.

The temporary housing / shelter is provided on the basis of the application submitted by the beneficiaries.

Timeframes for provision of the temporary housing / shelter

The temporary housing / shelter is provided based on the following:

- The urgency of the case or situation
- By analyzing the beneficiary's application and discussing with them.

The temporary shelter is provided for a term of *15* days. In exceptional cases, the duration of stay can be extended based on the person's application,, but the total period of stay cannot exceed *1* month.

The maximum duration of stay can be reviewed and prolonged if:

- *There exists a life threat*
- *The beneficiary is not able to work due to their medical and physical conditions*
- *A force-major situation occurred in beneficiaries life due to arised pandemics*
- *Other force-major situations*

The provision of the temporary housing / shelter can be terminated if:

- The beneficiary has violated the terms and conditions of the temporary housing / shelter
(Annex 1)
- The beneficiary has submitted a written request to terminate the contract
- The beneficiary hasn't shown up in the tempoarary housing / shelter for at least *1* day.

Procedures for receipt and settlement of the applications

- Submission of a written application
- Entry of the application into the electronic documentation management system of DIGNITY
- The timeframes of the applications review based on their urgency:
 - *Cases of stigma/discrimination, violence - 1 working day*
 - *Cases of arriving in Yerevan for medical purposes - up to 3 working days*
 - *Temporary shelter - up to 5 working days*

Feedback on applications and case management **Interview**

- *An interview is organized with the applicant in order to ascertain some data about the latter, the existing problems and the eligibility for using the temporary housing / shelter services according to the criteria set by DIGNITY.*
- *The interviewee receives legal consultation and the RA legal regulations and laws are presented to them during the interview.*



Needs assessment

A needs assessment is conducted with the applicant. Based on the outcomes of the assessment relevant assistance is provided.

Sumerizing the results

The results of the interview are presented to the president of DIGNITY with the corresponding conclusion. In case of compliance with the DIGNITY criteria, the person's application is accepted.

Procedures of provision of temporary housing / shelter and signing the contract

- Collection of the necessary documents from the applicant*
- Signing the contract with the applicant*
- Accompanying the applicant to the premises of the temporary housing / shelter*

Ongoing needs assesment

The beneficiaries' needs are assessed regularly, in order to provide ongoing support if needed, according to the available services and opportunities of DIGNITY (appendix 2).

At the same time, the behavior of the beneficiary is continuously assessed, as well as their compliance with the rules of the accommodation are monitored.

Referrals

- Information about the services provided by state agencies and partner organization is provided
- In case of necessity relevant referrals are made to various institutions.



The rules for living in the temporary housing

- No smoking in the area.
- Video and photo recording in the temporary housing premises is prohibited.
- Do not use alcoholic beverages.
- Do not use or bring substances containing drugs into the temporary housing
- Keep your room and the temporary housing area clean and in good order.
- Use the provided property, things in accordance with their intended purpose.
- Do not host guests in the room.
- Make no noise .
- Be respectful to the temporary housing guests.
- Collect your trash.
- Observe all safety rules.
- During the whole period of living in the temporary housing, be back to the temporary housing until 22:00.
- After 23:00 any noisy activities in the territory of the temporary housing are prohibited: lights, TV, etc. are off.



Room

- No smoking in the area.
- Do not use alcoholic beverages.
- Do not use or bring substances containing drugs into the temporary housing.
- Keep the area clean and in good order.
- Do not host guests in the room.
- Make no noise
- Be respectful to the temporary housing guests.
- Collect your trash.
- Observe all safety rules.

Kitchen

- Wash the dishes you've used.
- Collect your trash.
- Observe all safety and hygiene rules.

Services provided by DIGNITY

Human rights protection

- Legal and attorney's support
- Court representation
- Strategic litigation
- Legislative analyses and recommendations

Provision of public healthcare and access to services

- HIV testing and referral for ARV treatment
- Screening and treatment of STIs
- Screening for HCV and HBV
- Provision of condoms, lubricants, masks and alcohols
- Provision of PrEP and PEP

Capacity building and empowerment

- Organization of seminars, trainings, meeting-discussions
- Exchange programs
- Provision of sub-grants
- Technical support

Humanitarian support

- Social and financial assistance
- Psychological consultation
- Temporary shelter

Advocacy

- Monitoring and preparation of reports and recommendations
- Representation in state and international organizations





Dignity Humanitarian ngo (DIGNITY) is a non-governmental organization established in 1998.

H I S T O R Y

DIGNITY activity is based on humanitarian principles to contribute to the regulation of the issues and problems of the society, and in particular the issues that vulnerable groups face in the society. DIGNITY activity is aimed at the realization and protection of human rights, facilitation of access to healthcare services, empowerment of vulnerable groups of the society, non-governmental organizations and non-formal groups, state agencies, provision of social assistance as well as at promotion and support in the implementation of the obligations of the republic of armenia under ra constitution and assumed under international legal acts.

VALUES

- Equality
- Justice
- Tolerance
- Dignity
- Rule of law
- Diversity
- Freedom of speech
- Humanism
- Peace
- Non-discrimination

THE STRATEGIC GOALS OF THE ORGANIZATION

- Human rights protection and advocacy
- Provision of public healthcare and access to services
- Capacity building and empowerment
- Humanitarian support

Drop-in Centers Armenia

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DropIn Centers are friendly and safe spaces the services of which can be used by people who respect diversity and do not discriminate against others.

R

Y

**FRIENDLY YEREVAN
DROPIIn CENTER**

+374 44 478980

G

**FRIENDLY GUMRI
DROPIIn CENTER**

+374 312 38989

V

**FRIENDLY VANADZOR
DROPIIn CENTER**

+374 322 24989



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+37460378989 / +37460478989



www.dignity.ngo

