

Pittsburgh Mercy Emergency Shelter at Second Avenue Commons

Location

Pittsburgh Mercy Emergency Shelter at Second Avenue Commons
700 Second Avenue
Pittsburgh, PA 15219



Contact Us

Phone: 412-775-9001

Email: info@secondavenuecommons.org

People We Serve

Adults 18+ years*

- Persons who self-identify as women or men
- Members of the LGBTQ+ communities
- Couples
- People with partners
- People with pets.‡

**Persons under the age of 18 will be referred to providers who serve youth experiencing homelessness.*

‡ Dogs and cats, one per person. Please refer to the pet policy.

Emergency Shelter Hours

Pittsburgh Mercy's Emergency Shelter at Second Avenue Commons is open every day. Bed availability at the Emergency Shelter at Second Avenue Commons varies. We encourage you to come in person and speak to our team about what services are currently available. The Shelter is often at capacity. If our emergency shelter is at capacity, we will work with individuals to refer them to [other emergency shelters](#) in Allegheny County.

Emergency Shelter Services

- Intake assessments
- Housing-focused case management services
- Housing diversion and supportive services
- Connections and linkages to essential health and social services
 - Allegheny Link, the primary entry point to connect individuals and families who are experiencing homelessness to available resources
 - Physical health & primary care services
 - Crisis diversion services
 - Housing programs
 - Mental health services
 - Substance use treatment services
 - I.D. cards and other documents
 - Social Security, Supplemental Nutrition Assistance Program (SNAP), and other public benefits and entitlements
 - Utility assistance programs
 - Training & employment services
 - Transportation assistance programs
- Client Leadership Group
- Meals: Two meals daily
 - Breakfast: 8 to 9 a.m.
 - Dinner: 5:30 to 6:30 p.m.
- Hygiene kits
- Showers
 - 6 a.m. to 10 p.m. daily
- Medication delivery
- Quiet hours

- 10 p.m. to 6 a.m. daily
- Curfew
 - 11 p.m. to 5 a.m. daily
- Washers and dryers to do your laundry
- Wi-Fi.

Shelter Access

Ready to take that first step? Walk in or call us at 412-775-9001.

Client Leadership Group

Pittsburgh Mercy Emergency Shelter at Second Avenue Commons guests and Pittsburgh Mercy Engagement Center visitors are invited to participate in the Client Leadership Group. The Client Leadership Group is made up of Shelter guests and Engagement Center visitors who will:

- Work in partnership with Shelter and Engagement Center staff
- Ensure equitable and inclusive representation and practices
- Represent guest and visitor voices in client experience
- Assist with guest relations and satisfaction
- Choose programming. We welcome your ideas and feedback around the programs you find meaningful and would like to attend.

Contact the Client Experience & Community Partnership Coordinator.

Policy Summaries

Policies are summarized below. Complete policies are published in the handbook distributed to Shelter guests.

SAFETY

- Guests will sign-in at entry and exit.
- Guests will wear a Shelter-issued ID badge.
- For the safety of guests and staff, drugs, alcohol, paraphernalia, and weapons are not permitted in the shelter beyond the amnesty lockers.
- Household chemicals, extension cords, power strips, cooking supplies, and stuffed animals are not permitted.

PETS

- Dogs and cats are welcome. One per person. For the safety of Shelter guests and staff, wild, exotic, feral, and/or poisonous animals are not permitted.

- Pets must be bathed by the pet owner upon entry.
- Pet owners are responsible for pets and pet care. Shelter guests will care for, supervise, and manage their pets at all times while in the Shelter.
- Pets must be up to date with vaccinations. Unvaccinated pets (or whose vaccination status is unknown) will be quarantined, kept with their owner, and crated until after vaccination.
- For the safety of guests and colleagues, pets must be pest-free, collared, leashed, or crated. When on the premises and not crated, pets must be muzzled.
- Pets must be crated while their owner is sleeping.
- Water, food, bowls, bathing supplies, flea and tick collars, collars, leashes, crates, pet waste bags, and litter boxes will be provided.

COVID-19 PROTOCOLS

Shelter guests will:

- Be tested for COVID-19 according to guidance from the Allegheny County Health Department.
- Self-report COVID-19 symptoms to Shelter staff.
- Follow Allegheny County Health Department, Pittsburgh Mercy, and Pennsylvania Department of Health guidance for wearing masks, physical distance, COVID-19 testing, isolation, and quarantine.

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