



House Guidelines

These guidelines are in place to help you, and everyone enjoy the healthiest and safest environment while staying with us. These guidelines are to be followed per the Guest Agreement.

Note: Violation of any of these guidelines may result in your immediate removal from the Transplant House of Cleveland (THoC) campus.

1. **Health Safety:** Until further notice, the following practices are in place:
 - **Wearing Masks:** Masks must be worn while on campus to help keep everyone healthy.
 - **Social Distancing:** Provide/allow six-foot, social distancing from others, wherever possible.
 - **Hand Sanitizer:** Please sanitize your hands with the provided hand sanitizer when you enter common areas such as the office or programming space.
 - **Additional helpful, but not required, actions:** Wash your hands regularly.

2. **Caregiver:** All patients must have a responsible caregiver, over the age of 21, with them at all times.

3. **Occupancy:**
 - The studio and one-bedroom apartment occupancy are limited to 3 overnight guests.
 - The two-bedroom apartment occupancy is limited to 4 overnight guests.

More than this number of guests must be approved by management. Anyone spending the night at any time must be registered with the THoC office.

 - **Children:** Any person under the age of 18 must be supervised at all times by an adult.
 - **Pets:** Pets are not allowed in apartments unless they are a certified service animal. Emotional assist and therapy pets are not permitted.

4. **Length of Stay:** Eligible guests are welcome to stay as long as the patient is in active medical treatment relating to transplant or, if medical staff indicate the patient must be in Cleveland for medical management. As soon as these two criteria are no longer relevant, guests are expected to check out.
 - **Temporarily Away:** Please let staff know if you need to be away for a short period of time. Though these occasions do occur, THoC typically will ask guests to vacate the apartment if they will be away for more than two days.
 - **Long-Term Guest Updates:** To accommodate the unique needs of long-term guests of two months or more, staff will initiate periodic meetings to discuss the overall well-being and ongoing needs of the family.

House Guidelines, continued

5. **Smoking & Vaping:** Smoking, vaping, and the use of any other tobacco products are **STRICTLY FORBIDDEN** anywhere on campus. That includes the apartments, common areas, balconies, back stairways, in your vehicle while on THoC property, or the Cozad-Bates House property. **Smoking must be done off campus.** Any violation of this policy will result in a \$250 fine and immediate removal from the THoC property.

6. **Quiet Hours and Disruptive Behavior:** Quiet hours are from 8:00 p.m. to 8:00 a.m. daily. Any loud behavior during those hours is prohibited. Please be aware that heavy movement in apartments is easily heard by those below. Disruptive behavior is prohibited at all times, and both are determined at the sole discretion of THoC management.

7. **Cleaning & Laundry:** THoC does not provide housekeeping services to guests during their stay. It is the guests' responsibility to clean their own apartment (including dishes, sheets/towels, kitchen, bathroom) and dispose of trash in the designated waste receptacle. **This is a rule during your stay and particularly at the conclusion of your stay.**

Laundry: Prior to check out, all guests are to launder their sheets and towels. **If you are unable to complete your laundry, you will be charged an additional fee.** This fee is at the discretion of THoC management based on the overall condition of the apartment and laundry.

NOTE: After your departure and prior to the next guest, a deep cleaning, disinfecting, and sanitizing of the apartment will take place under the direction of THoC.

8. **Check Out / Departure:**

- Please notify the office 24-48 hours in advance of your expected departure. We understand this can change, yet it helps us plan for guests awaiting accommodations.
- A completed check-out includes providing payment for the entirety of the stay, returning keys to the apartment, and returning the parking permit. This includes communicating with THoC staff about your departure if it occurs after hours or remote departure.
- If you fail to complete any of the aforementioned steps, you are not considered checked-out and may be charged for additional nights.

9. **Parking:** One car per apartment is permitted. Cars must be parked in the assigned lot and in spaces marked for Transplant House. Car license plates and description must be on file at the THoC office. Cars without permits, or parking in lots not assigned, risk being ticketed and towed at the guest's expense.

House Guidelines, continued

10. **Property Damage & Missing Items:** Guests are financially responsible for any damages to the apartment and/or furnishings, equipment, or common areas. Damage includes redecorating of any kind. Guests are also financially responsible for any missing items including linens, decorative objects, pillows, etc. THoC staff will determine an appropriate fee based on the damage/missing items and will be charged accordingly.
11. **Security:** Only provide access to your apartment and THoC common areas to your own family, caregiver, or those known personally by you. Please ensure all doors properly close behind you. Report any suspicious activity to the University Circle Police: 216-791-1234.
12. **Substance Abuse:** The abuse of alcohol and/or use of illegal drugs is strictly forbidden in or on the premises of THoC. The determination of the violation is at the sole discretion of THoC management.
13. **Harassment & Violence:** Any act of verbal, sexual, or physical harassment or violence toward THoC staff, management, guests, or volunteers will be reported to the police and result in immediate removal from the THoC facility. If you are witness to or subjected to any harassment, report this immediately to the THoC staff.
14. **Weapons:** Weapons, of any kind, are NOT permitted on campus. Concealed carry weapons must be stored in accordance with legal requirements, in your automobile.
15. **Other Prohibited Items:** No latex balloons, candles, grills, or other items/appliances with an open flame of any kind are permitted in the apartments.
16. **Apartment Access:** The staff/volunteers of THoC and the property managers of University Circle, Inc. reserve the right to enter any THoC apartment to perform routine or emergency maintenance, or for any other reason.
17. **Denied Access:** THoC reserves the right to deny entrance to any guest.
18. **Additional Guidelines/Exceptions:** THoC reserves the right to create additional guidelines if needed. Any guest exceptions to these guidelines must be approved in advance by the THoC staff.