# 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.** It is the guest's responsibility to ensure that all who stay in or visit the apartment follow these guidelines.

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

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

2. **Occupancy:**
    a. Studio and one-bedroom apartments: occupancy limited to 3 overnight guests.
    b. Two-bedroom apartments: occupancy is limited to 4 overnight guests.
    c. More than this number of guests must be approved by management.
    d. Overnight Guests: Anyone spending the night at any time must be registered with the THoC office.
    e. Children: Any person under the age of 18 must be supervised at all times by an adult.
    f. Pets: Pets are not allowed in apartments unless they are a certified service animal. Emotional assist and therapy pets are not permitted.

3. **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.
    a. 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.
    b. Long-Term Guest Updates: To accommodate the unique needs of long-term guests of one month or more, staff will initiate periodic meetings to discuss the overall well-being and ongoing needs of the family.

4. **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.

5. **Health Safety:** We follow the guidelines of the Center for Disease Control (CDC), the Cleveland Clinic, and University Hospitals; our masking policy is subject to change as circumstances change.

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a. Covid-19 still exists, and masking is still recommended for certain conditions. Be sure to consult your physician about steps you should take to stay healthy.
b. We expect any staff or volunteers at THoC to stay home if they show any symptoms of contagious illness. Handwashing and isolating oneself if exposed to Covid-19 or other contagious disease is standard practice.
c. The CDC recommends remaining up to date with vaccines, and a condition of employment at THoC is full vaccination.
d. If any guest or patient requests staff or volunteers to wear a mask, we will gladly comply.

6. **Smoking, Vaping, and Chewing**: 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.**

7. **Quiet Hours and Disruptive Behavior:** THoC is a place for patients to heal and caregivers to rest during all hours, day or night. Specifically, quiet hours are from 8:00 pm to 8:00 am daily. Any loud behavior during those hours is prohibited. Please be aware that heavy movement in apartments is easily heard by those in apartments below. Disruptive behavior is prohibited at all times, and both are determined at the sole discretion of THoC management.

8. **Cleaning & Laundry**: 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. THoC does not provide housekeeping services to guests during their stay. For long-term stays, staff will conduct monthly general inspections of the apartment.

9. **Apartment Access:** The staff and directed 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.

10. **Weapons**: Weapons of any kind are NOT permitted on campus. Concealed carry weapons must be stored in accordance with legal requirements, in your automobile.

11. **Security**: Only provide access to your apartment and THoC common areas to your own family, caregivers, 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. Such abuse will result in immediate removal from the THoC property. 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

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immediate removal from the THoC facility. If you are witness to or subjected to any harassment, report this immediately to the THoC staff.

14. **Other Prohibited Items:** No latex balloons, candles, grills, or other items/appliances with an open flame of any kind are permitted in the apartments.

15. **Long-term Guest Updates:** To accommodate the unique needs of long-term guests of a month or more, staff may initiate periodic meetings to discuss the overall well-being and ongoing needs of the family.

16. **Preparing for Departure:** Please notify the office **2-3 days** in advance of your expected departure. We understand this can change, yet it helps us plan for guests awaiting accommodations.
    a. Please tidy up the apartment by following the "Preparing for Departure Checklist." A cleaning fee (up to $500) may be assessed at the discretion of THoC management based on the overall condition of the apartment, furnishings, linens, towels, etc.

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

17. **Check Out & Departure:** A completed check-out includes providing payment for the entirety of the stay, returning apartment keys, and returning the parking permit. This includes communicating with THoC staff about your departure if it occurs after hours. If these steps are not completed, guests are not considered checked out and may be charged for additional nights. There is a $25 fee for lost keys and a $100 fee for lost FOBs (Alcazar Campus).

18. **Property Damage & Missing Items:** Guests are financially responsible for damages to the apartment and/or furnishings, equipment, or common areas and any missing items including pillows, towels, shower chair, etc. Damage includes redecorating of any kind. THoC staff will determine an appropriate fee based on the damage/missing items and will be charged accordingly.

19. **Denied Access:** THoC reserves the right to deny entrance to any guest.

20. **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.