

Client Expectations Takeaway Sheet

Information for Shelter Guests offered Hotel Placement during COVID-19 Pandemic

You are allowed to come and go from the hotel as you wish. However, it is **STRONGLY** recommended that you remain in your room as much as possible during your stay and limit your interaction with other guests. Getting fresh air, and exercise, like walking is suggested. When interacting with other people, maintain a distance of 6 feet at all times.

Hotel Placement Expectations

The following basic rules are important to keeping everyone in the hotel as safe as possible:

- The use or possession of illegal drugs, alcohol, drug paraphernalia, and/or weapons on-site is prohibited.
- Open flames of any kind are not allowed in the hotel. No candles or incense.
- Violent and abusive language are not allowed in the hotel. Behavior which frightens or threatens other guests or hotel staff is not allowed. This includes physical violence, threats, name calling, discrimination, sexually explicit language, bullying, and other types of offensive language or actions.
- Your hotel room is for you and the roommate you have been placed with. Guests are not allowed.
- The hotel and homeless service providers are not responsible for the loss of any personal belongings by residents.
- Meals may be provided to you during your stay. Two meals will be delivered at once, and weekend meals will likely be delivered on week days. It is your responsibility to store these meals in the fridge provided in your room
- Prescription medication (aside from insulin) should be stored in a locked cabinet for safekeeping. Staff may offer a space in a staff room. Residents may access and self-administer medication as needed.
- In case of an emergency or evacuation, please follow hotel staff directives to help maintain the safety and security of everyone in the building.
- When your room is no longer paid for by providers, you must leave the hotel, or pay for your own room.

Staff Contacts and Assistance:

- There is "hotel shelter" staff available to you 24/7 in room _____. To contact staff, please dial (insert number)
- If you develop a fever or persistent cough please contact the staff person at the number above or in room _____. We have plans for how to assist individuals who begin to show symptoms.
- If you are experiencing increased shortness of breath, and are struggling to breathe, please call 911.
- If there is any other type of emergency, such as a fight, other health emergency, etc. please call 911.
- Our hope is that you will remain in contact with your case manager at the shelter and that you will find housing that you can afford, a studio apartment or shared housing, which you can exit to when the hotel stay is over. There may be security deposit or rental assistance available. Please contact your case manager for more information.
- **INSERT STAFF CONTACT INFORMATION HERE.**