

Sample: Client Expectations and Agreement Form (insert provider name)

1. Welcome! You will be provided with a hotel voucher for **insert hotel name**.
Address: **insert address**
Phone: **insert hotel phone**
2. This hotel voucher is being offered to help you protect yourself from contacting Coronavirus (COVID-19). Please stay in your room as much as possible and maintain social distancing.
3. Hotel voucher will be re-authorized **(insert info as applicable)**. If there are changes to your hotel stay, you will receive a notification at least three days prior to the last day of your authorized stay. If you do not hear from the designated staff, you can assume your stay will be authorized until you are given notice.
4. Our partnering hotels have the right to refuse guests on their banned list or ask guests who do not follow the hotel guidelines to leave the property. Please cooperate with the hotel staff requests.
5. Shelter staff will check in with you over the phone using your cell phone or hotel phone. Please be responsive with these check-in calls and return the call if you missed one. These will be important for re-authorization for your hotel stay. You can also share your needs during these calls. Staff contact information has also been provided if you need to reach out or require assistance.
6. We have arranged three meals per day to be delivered to your door. The scheduled time for meal delivery is around **8am (breakfast), 11am (lunch), and 5pm (dinner)**. Staff will be providing you with locations to pick up your meals or knocking on your door at those times. Please at the appropriate location or be in your room during meal times so you can take your food. We do not want to leave the food in the hallways.
7. We are actively working on laundry and other needs that may arise in this hotel arrangement. The volunteers who check in with you will keep you posted on these developments. We appreciate your patience as we arrange these services.
8. You will be asked to share a room with another person. We understand it is not easy to share a room with someone you do not know. We ask that you try to make this shared arrangement work. Doubling up will allow us to help more people get into hotels instead of staying in shelters or on the streets.
9. Please review the participant agreement carefully, add requested information, and sign.

Thank you. We hope you stay safe during this difficult time

COVID-19 Hotel Voucher Participant Agreement

This agreement is between Dane County Department of Human Services and the following participant: _____ (DOB: _____)

Best way to contact the participant (cell phone, email): _____

Case Manager Name and Phone* (if any): _____

Emergency Contact (if any): _____

Food allergies (if any): _____

All guests who have been provided with a voucher to stay at a hotel must adhere to the following rules. Violation of the rules may result in discharge from the hotel.

1. **You were provided with this hotel voucher to prevent from getting ill with Coronavirus (COVID-19). Please follow all guidelines for hygiene and sanitation. These include:**
 - Limit leaving your room or the property as much as possible.
 - Do not invite family, friends, or guests to the property.
 - Wash your hands often with soap and water for at least 20 seconds.
 - Cover your cough or sneeze with a tissue and throw the tissue in the trash.
 - Alert staff if you think you are ill.
2. No family, friends, or guests are allowed to be in the room.
3. Participant must allow housekeeping staff to clean the room on a regular basis when the hotel staff requests to clean the property.
4. Guests must keep their rooms clean and orderly. The hotel has the right ask you to leave their property if you damage the room. This includes food stains, destroyed or damaged linens, towels, and carpets, or food that is not kept in appropriate refrigeration or sealed packages. Guests are responsible to cover costs of damaged items.
5. Disorderly Conduct will result in immediate cancellation of your hotel voucher. This includes but is not limited to:
 - Threats, acts of violence and/or compromising the safety of others
 - Engaging in illegal activities
 - Smoking in your room or use of drugs on the property
 - Burning of items in the building/dismantling of security systems or fire alarms
 - Theft and/or destruction of property
 - Weapons or weapon-like items on property
6. Guests are responsible for all charges incurred while staying at the hotel such as damage to property or long distance phone calls.

I have read or have been read, understand, and agree to abide by these rules.

Participant Signature: _____

Date: _____