



Residential Housing Program Policies

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Residential Housing Program Policies

Policy Name: **Background Check**

Approval Date: May 18, 2022

Purpose: To provide a reliable and consistent way to verify and screen applicants for residential housing, employment, and volunteer opportunities at A Shelter for Cancer Families (ASCF) to maintain as safe of an environment as possible for ASCF resident families as well as the staff and volunteers who serve them.

Policy: All housing applicants (patients, family members and guests) and prospective staff (paid, volunteer and student intern) who are 18 years or older must complete a satisfactory background check at least one week prior to placement or on or before the deadline provided by the ASCF team (whichever is sooner). Participation in any on campus program at ASCF is contingent upon satisfactory results of a current and thorough background check. *There will be no exceptions to this rule.* A Shelter for Cancer Families will inform candidates of background check status prior to any placement.

At a minimum, background checks will include social security verification and a search for any felony and/or misdemeanor charges including but not limited to a review of convictions and probation. The following factors will be considered in assessing the risk of candidates with such history: the nature of the crime and its relevance to any potential risk to ASCF guests, staff, or volunteers; the elapsed time since conviction/s, and the number of convictions, if multiple.

The safety of the ASCF staff, volunteers and families on campus is a priority. Any candidate whose background check returns with a conviction of a violent crime, crime against a child and/or theft will automatically be ineligible to participate in ASCF programs. Candidates may be questioned as a part of the application process. Any disparity in what is self-reported on application and what is found on a background check will automatically result in a candidate's disqualification for participation in any of ASCF's on campus programs. In the event any negative or incomplete information is obtained from a background check, together the Chief Executive Officer and housing management team (possibly with input from the board members, risk management team and/or insurance provider) will assess potential risks and liabilities and will make a final determination of eligibility.



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Cost of Background Check

The cost of background checks for housing applicants will be the responsibility of those making such applications. Each volunteer will be given the option to cover the cost of his/her background check or to have the charity cover the cost for them in exchange for volunteer service. Employment background checks will be paid by the organization.

Frequency of Background Checks

Background checks for housing applicants will remain valid for a period of one year unless otherwise indicated. Active volunteers (including board members), 18 years and older, serving ASCF for more than "one day of on campus service" annually must also complete a background check each year. Annually, the Director of Operations will contact volunteers from the organization's active volunteer roster to request new background checks and will maintain appropriate documentation. Per industry standards, background checks for employment candidates are conducted prior to hire date and are good for the duration of employment.

Background Check Dispute

If a background check is not cleared, the applicant will be notified by email and the background check dispute process indicated in such correspondence. In the event the information provided in a background check is disputed by an applicant, the applicant may directly contact the company providing the background screening services. The contact information for the company providing such screening services for ASCF will be provided in email correspondence in such instances and/or may be provided to the applicant at any time upon request.



Residential Housing Program Policies

Policy Name: **No Smoking/Tobacco Free**

Approval Date: May 18, 2022

Purpose: The primary purpose of A Shelter for Cancer Families' No Smoking and Tobacco Free policy is to support the creation of a healthy environment for the communities we serve and those who serve them.

Policy: A Shelter for Cancer Families maintains a 100% smoke and tobacco free campus. No smoking or other use of tobacco products (including but not limited to cigarettes, e-cigarettes or vaping devices, pipes, cigars, snuff or chewing tobacco) is permitted on the campus at A Shelter for Cancer Families. This includes the outdoor areas including but not limited to the pool, balconies, stairs, walkways, and parking lot.

"Smoking" means inhaling exhaling, burning, or carrying any lighted or heated cigar, cigarette, little cigar, cigarillos, bidis, kreteks, pipes, hookah, joint or any other lighted or heated tobacco or plant product intended for inhalation, including marijuana, whether natural or synthetic in any manner or form. "Smoking" also includes the use of an electronic smoking device, including but not limited to, electronic nicotine delivery systems, e-cigarettes, e-cigars, e-pipes, e-hookahs, and vape pens.

Any individual's inability to comply with the No Smoking/Tobacco Free policy while on campus may result in being asked to leave the property, forfeit their deposit and will not be eligible to participate in ASCF programs in the future.

To further support tobacco-free communities, A Shelter for Cancer Families shall not be engaged in nor promote the sale of any tobacco products at any time whether on campus or at any event sponsored by the organization or for which the organization is a beneficiary.



Residential Housing Program Policies

Policy Name: **Residential Housing Program**

Approval Date: May 18, 2022

Purpose: To provide clear guidance and expectations for all Guests (patients, caregivers, family members, and guests) utilizing housing at A Shelter for Cancer Families (ASCF). This policy helps ASCF remain a haven for ASCF resident families as well as the staff and volunteers who serve them, preserve the housing accommodations for future families, and maintain the integrity of the property.

Policy: Guests are required to comply with all laws set forth by our local, state, and federal government. Each patient, caregiver, family member, and guest served by ASCF must also agree to adhere to all ASCF's policies and procedures governing the property including but not limited to ASCF's Accommodations Agreement, rules related to Living at Drake, Fire Safety and Pool Safety as well as the organization's policies related to Background Checks, No Smoking/Tobacco Free, Residential Compassionate Extension of Stay, Residential Security Deposit, Cleaning and Service Fees, Residential Housing Program and Residential Service Animals policies. Guests who fail to adhere to these laws, agreements, rules, policies, or procedures may be asked to vacate the property and will be ineligible for future housing assistance. Failure to comply with a request to vacate the property will result in such person being guilty of trespass.

To comply with ASCF's background check policy, all guests must be U.S. citizens or have permanent legal residency in the United States or a U.S. territory.

Once housing has been determined to be available, the ASCF housing team will send an availability notification email to the primary housing applicant with a deadline. The primary housing applicant must make sure that all required ASCF background check(s), security deposit, cleaning fee and ASCF Accommodations Agreement and Liability Waiver forms are all completed by the deadline before housing can be confirmed.

All new housing candidates 18 years and older (including but not limited to patients, caregivers, family members, and guests) must complete a background check authorization. Returning guests are required to have a current background check on file (background checks remain valid for one year). All offers for housing at ASCF are contingent upon a satisfactory and thorough background check. Background check authorizations must be submitted at least one week prior to the anticipated date of arrival or on or before the deadline provided by the ASCF team (whichever is sooner).



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A security deposit in the amount of \$150 is required to be paid one week prior to the anticipated date of arrival for each housing reservation or on or before the deadline provided by the ASCF team (whichever is sooner). The security deposits made may be donated to the charity upon check-out or it may be refunded upon request. Deposit may only be refunded if the property, residence, and its contents are in the same condition as at check-in, all keys have been returned, and any applicable borrowed items remain in the residence or have been returned to ASCF housing team. Should the primary applicant not provide instruction for whether the deposit should be refunded or donated after being asked, after two weeks following check-out, the security deposit will be considered a donation and an acknowledgement sent to the donor. Should there be damages or loss upon check-out, charges incurred by the charity will be withheld from the applicant's security deposit and the reason for withholding communicated to the primary applicant. Damages may also result in the applicant's inability to participate in ASCF's housing program in the future.

A cleaning fee of \$100 is required for each residential housing program application at least one week prior to an anticipated stay. The cleaning fee must be collected prior to the family's stay on campus. Professional cleaning services are employed by the charity to maintain the integrity and cleanliness of the property. The organization is contracted with a professional cleaning company to provide consistency in cleaning and sanitation practices and adherence to industry cleanliness standards. Because of this, professional cleaning service fees cannot be returned nor discounted. Nor is the charity able to accept volunteer resident cleaning efforts in exchange for these professional services.

In the event a housing program applicant chooses not to reside with ASCF but to stay elsewhere after applying to participate in ASCF's residential housing program and paying the requisite security deposit and cleaning fee, all funds will be refunded minus a \$50 service fee which may be used to help expedite the processing of a new applicant to minimize an unnecessary vacancy on campus. The organization recognizes that cancer care can be unpredictable. As such, all deposits and fees shall be refunded to applicants who cancel with at least one day's advance notice due to conditions beyond the individual's control. For more additional details, please see ASCF's Residential Security Deposit, Cleaning and Service Fees policy.

While there are no limits to the number of times that a family can receive housing from ASCF, the maximum allowable length of stay for each family for each visit is 8 weeks. If an applicant knows in advance of making an application that a stay longer than 8 weeks is required, the applicant should make other housing arrangements for the period to exceed the 8-week limit. This maximizes the charity's ability to serve as many families as possible and minimizes any one family's dependence on ASCF as its sole source of support. On rare occasion, extraordinary, unforeseen circumstances may make it impossible to adhere to the 8-week limit. In such cases, the Residential Compassionate Extension of Stay policy will govern.



Residential Housing Program Policies

ASCF cannot accommodate individuals who are unable to provide self-care and are traveling unaccompanied.

Due to the significant demand for housing, ASCF aims to minimize vacancies on campus. A vacancy is defined as a period of 24 hours in which a residence is not occupied for at least 5 of those hours. Should an applicant be hospitalized and/or given leave to return to his/her primary residence, the primary applicant must notify ASCF if the ASCF residence will not be occupied by either the primary applicant or a previously approved family member or guest for at least 5 hours within a 24-hour period.

ASCF policy allows for occasional, approved residence vacancies not to exceed a duration of 48 consecutive hours. In the event such a vacancy is necessary, a request to approve the vacancy must be made in writing in advance of the vacancy. Such vacancies should be the exception and not routine, nor anticipated at the beginning of a stay.

If an applicant anticipates his/her ASCF residence will not be occupied for a period of 48 hours or more, s/he is required to follow the established check-out procedure. Should a future stay be necessary, the applicant must re-apply for housing accommodations. No future availability guarantee will be made.

Should an ASCF housing applicant allow his/her ASCF residence to sit vacant for more than 48 consecutive hours without prior ASCF approval, the housing accommodation agreement will be cancelled, personal belongings will be removed from the ASCF residence, and the candidate will be prohibited from participating in ASCF's housing program in the future.

The primary applicant is responsible and will be held financially liable for the actions and/or behavior of all family members and guests associated with his/her application while on ASCF premises.

To support the creation of a healthy environment for the communities served by ASCF and those who serve them, ASCF maintains a 100% smoke and tobacco free campus. No smoking nor tobacco use is permitted on the property at any time. Please see ASCF's No Smoking/Tobacco Free policy for additional details.

To provide a clean, allergen-free environment for patients, ASCF does not allow any pets on campus. Only service dogs required by the federal Americans with Disabilities Act (ADA) and ASCF's designated therapy program dogs are excluded from this policy. For additional details, please see ASCF's Residential Service Animals policy.



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The primary applicant must confirm his/her departure time both upon check-in and three days prior to the anticipated departure date. In the event an early departure is required, the primary applicant must provide advance notice of the new departure date in writing to the housing team.

The primary applicant may also submit a request for an extension to his/her stay (not to exceed the 8-week maximum). Requests for an extended stay may be approved based upon availability

and compliance with all ASCF policies, agreements, and rules however, such requests cannot be guaranteed.

All ASCF housing program participants must adhere to all aspects of the Residential Housing Program policy defined here as well as to rules and policies outlined in ASCF's Living at Drake, Fire Safety and Pool Policies, Background Check Policy and Accommodation Agreement and Liability Release. All relevant agreements, rules and policies will be provided to the primary resident prior to any stay on campus. All residents, family members and guests should review these requirements. Updated copies of Living at Drake, Fire Safety and Pool Policies are available in each resident binder. Additional copies may be requested from the ASCF office at any time.

ASCF is not responsible for lost, damaged, left-behind, or stolen items from residences or automobiles. ASCF is also not liable for injuries suffered or for accidents on the premises. In the event of an incident, a written incident report must be filed with ASCF.

Any person who, in the sole opinion of ASCF has been, or is likely in the future to be disruptive or harmful to other guests, volunteers or staff and/or the operation of the residence, or the environment must vacate the premises immediately upon the request of ASCF. Failure to do so will result in such person/s being guilty of trespass. Those considered trespassing will forfeit their deposit.

ASCF reserves the right to enter any residence at any time with notice.



Residential Housing Program Policies

Policy Name: **Residential Security Deposit, Cleaning and Service Fees**

Approval Date: May 18, 2022

Purpose: The purpose of the Residential Security Deposit, Cleaning and Service Fees policy is four-fold: 1) to establish an extra measure of financial security to help safeguard ASCF's physical assets, minimize damage and prevent unnecessary loss; 2) to maximize efficiency in resident housing application processing; 3) to help ensure adequate resources are available to cover professional cleaning fees to maintain the integrity and cleanliness of the property 4) to provide consistency in how the organization responds to families for whom making a housing program security deposit presents an extraordinary financial hardship.

Policy: To help safeguard, protect and maintain ASCF's physical assets, a security deposit and cleaning fee is required for each residential housing program application at least one week prior to an anticipated stay. The security deposit and cleaning fee must be collected prior to the family's stay on campus. The security deposit and cleaning fee may be paid by the family making the application or alternatively it may be paid and guaranteed by an applicant's identified sponsor if an extraordinary financial hardship exists.

Security deposits made by housing applicants may be donated to the charity upon check-out or they may be refunded provided that the residence and property is in satisfactory condition, all keys have been returned, and any applicable borrowed items remain in the residence or have been returned to ASCF housing team. Should the primary applicant not provide instruction for whether the deposit should be refunded or donated after being asked, after two weeks following check-out, the security deposit will be considered a donation and an acknowledgement sent to the donor. Should the primary applicant request that a security deposit be returned within 2 weeks following check-out, the return of the security deposit will be processed within 2 weeks of the return request being made. Should there be damages or loss upon check-out, charges incurred by the charity will be withheld from the applicant's security deposit and the reason for withholding communicated to the primary applicant.

If a financial hardship exists and the applicant is not able to identify a sponsor to cover the cost of the security deposit, ASCF may allow that the security deposit be made by separate check and that check be held (and not deposited) by the charity for the duration of the family's stay. Upon satisfactory check-out and assuming there are no damages or losses, the check may be returned to the applicant. This option is only available to families with extraordinary financial hardships. Request to be considered for a housing deposit financial hardship must be made in writing at the time of application to the program and will be considered on a case-by-case basis. The organization is unable to provide financial hardship waivers to cover professional cleaning fees.



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Professional cleaning services are employed by the charity to maintain the integrity and cleanliness of the property. The organization is contracted with a professional cleaning company to provide consistency in cleaning and sanitation practices and adherence to industry cleanliness standards. Because of this, professional cleaning service fees cannot be returned nor discounted. Nor is the charity able to accept volunteer resident cleaning efforts in exchange for these professional services.

Occasionally, residential housing applicants make applications to more than one housing program to have the opportunity to select from multiple housing options. In the event such an applicant chooses not to reside with ASCF but to stay elsewhere after applying to participate in ASCF's residential housing program and paying the requisite security deposit and cleaning fee, all funds will be refunded minus a \$50 service fee which may be used to help expedite the processing of a new applicant to minimize an unnecessary vacancy on campus. The organization recognizes that cancer care can be unpredictable. As such, all deposits and fees shall be refunded to applicants who cancel with at least one day's advance notice due to conditions beyond the individual's control.

ASCF is available to provide residential housing to cancer families at no charge to them thanks to the ongoing generosity of the organization's donors. The security deposit and professional cleaning fees are considered each individual family's personal responsibility to the program and only represent a fraction of the cost shouldered by the charity to provide such services.



Residential Housing Program Policies

Policy Name: **Residential Service Animals**

Approval Date: May 18, 2022

Purpose: The Residential Service Animals policy aims to provide guidance and expectations for ASCF staff, visitors and guests related to what is allowed and expected related to service animals on campus in accordance with Texas law and the federal Americans with Disabilities Act (ADA).

Policy: A Shelter for Cancer Families allows service animals as defined by the Americans with Disabilities Act (ADA). Under the ADA, a service animal is defined as a dog that has been individually trained to do work or perform tasks for a person with a disability. The task performed by the dog must be directly related to the person's disability. If traveling with a service animal, a residential housing applicant must notify ASCF at the time of the initial application.

ASCF residential program participants will be responsible for any damage that may result from having a service animal on campus. All service animals visiting the ASCF campus will be required to provide proof of vaccination status as required by law.

Because service animals are meant to service a person with a disability, such animals may not be left unattended on property and must always be under the control of the designated handler. The designated handler is responsible for providing care for the service animal. If the handler is not able to provide such care, the individual may plan for a family member or friend to care for the service dog. Such family member or friend would be required to meet all requirements of residential housing applicants. If a service animal is out of control and the handler does not take effective action to control it, or if it is not housebroken, ASCF staff may request that the animal be removed from premises.

ASCF staff may confirm if a service animal is required because of a disability and what work or task the dog has been trained to perform. ASCF staff members are not permitted to request documentation for the dog, that the dog demonstrate its task nor to inquire about the nature of the individual's disability.

Under Texas law, it is a crime to pass a pet off as a trained service animal to gain benefits provided to people with disabilities. Should an applicant characterize a dog as a service animal when it is not, the individual will be asked to leave and/or will not be permitted to stay on campus in the future. Such applicants may also be subject to additional penalties and/or fines under the law. Emotional support, therapy, comfort, or companion animals are not considered service animals under the ADA.