



Policy Name: **Residential Housing Program**

Origination Date: February 21, 2022

Last Revision Date: January 24, 2024

Approval Date: January 24, 2024

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 trespassing.

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, proof of permanent residency, 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).

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. Deposits 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

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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 has 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 details, please see ASCF's Residential Security Deposit, Cleaning and Service Fees policy.

Housing is available to any patient who is receiving treatment for cancer in the Texas Medical Center and their families, provided they live 50 miles or more away from the Texas Medical Center. 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 90 days. There will be no stays granted beyond 90 days. . 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.

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 or 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.

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.

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 trespassing. Those considered trespassing will forfeit their deposit.

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