



Client Rules and Responsibilities Regional Homeless Assistance Program (RHAP)

Our goal is to assist individuals/families in attaining permanent housing. During this process, individuals/families will be housed in temporary lodging while they work towards permanent housing. When participants are housed at a partnering hotel/motel they will receive ongoing case management to assist them with working towards housing goals.

This program is 100% voluntary and is an opportunity, not a right. If you choose to participate in the RHAP program, the rules and regulations must be followed in order to receive our services.

The rules are designed to ensure the safety and security of all clients and hotel/motel guests.

Failure to comply with these rules may lead to termination of your stay and release from the RHAP.

It is the responsibility of Equus to ensure that participants understand and abide by the following requirements:

1. Meet with your Housing Navigator at minimum **1x weekly** to complete and work on your housing plan including creating, revising, and completing your weekly housing goals. Goals are set each week; completion is required to remain in the program. Failure to make progress in the program will result in an exit.
2. You must check in to the hotel between 3-6p on the same day as the reservation starts. Failure to check-in on the day the reservation starts will result in a cancellation of the voucher and exit from RHAP.
3. You must contact your Housing Navigator and the hotel if you plan on leaving for more than 24 hours due to an emergency or illness. Failure to comply will result in the cancellation of the voucher.
4. Your stay at each motel may not exceed 28 days – no exceptions.
5. Smoking in the hotel room or on the hotel premises is not allowed, please use designated smoking areas only, as assigned by the hotel.
6. Children 17 years and younger must be supervised at all times.
7. **NO** weapons are allowed on the premises at any time. Failure to comply will result in an exit from RHAP.
8. Pets, with the exception of service animals, are discouraged and alternate housing arrangements are highly encouraged. Animals **may not be left unattended at any time**. Dogs must be leashed at all times. Animals must use the restroom “outside only” in marked or designated areas. All animals must be cleaned up after, feces must be removed and disposed of in a sanitary manner. Any animal that exhibits violent or aggressive behaviors must immediately be removed from the program.
9. **NO** motorcycles, electric scooters, wagons, or anything else with wheels will be permitted inside the hotel room as this will cause damage to the floor. Bikes aren’t permitted without authorization from the hotel management. If the hotel authorizes bikes, only 1 bike per client is allowed.
10. **NO** storing large (or large amounts) of bags, boxes, debris, recycling materials, trash, or other items that belong to you or anyone else - this is a fire hazard. **Floors & walkways must be kept clear at all times.** Doors must be able to fully open. All personal belongings need to be moved in one trip and fit within the transportation provided. Failure to comply may result in an exit from the hotel/motel and RHAP.
11. **NO** business or charging of any fees may take place in or on the motel premises, including, but not limited to; selling or purchasing drugs, prostitution, or renting out your hotel room in exchange for services or monetary compensation.
12. **NO** unauthorized guests/visitors are permitted in your hotel room under any circumstances. Allowing anyone other than yourself to use the shower or storing any other person’s items within your hotel room is strictly prohibited. An unauthorized guest/visitor is anyone not listed as an occupant on the hotel voucher.

13. Participants must comply with hotel/motel rules, including but not limited to, any curfews imposed, no-smoking policies, no visitors onsite, pool/spa rules & hours of use, etc.
14. Maid service is a requirement and will be done on a regular basis as scheduled by the hotel/motel. You may **NOT** refuse maid services. Failure to comply may result in an exit from the motel and RHAP.
15. Participating in any of the following will result in **IMMEDIATE** termination of shelter/bridge housing (provided by the County or other entity).
 - a. Illegal Drug Use will result in an **IMMEDIATE EXIT**.
 - b. Engaging in illegal activities will result in an **IMMEDIATE EXIT**.
 - c. Any acts of Violence towards other hotel guests, Equus staff, friends or family members, and motel staff will result in an **IMMEDIATE EXIT**.
 - d. Any forms of hate speech or derogatory slurs towards other hotel guests, Equus staff, friends or family members, and motel staff will result in an **IMMEDIATE EXIT**.
 - e. Any form of harassment towards Equus staff including but not limited to sexually charged voicemails, text messages, e-mails, gifts, or behaviors will not be tolerated and will result in an **IMMEDIATE EXIT**.
16. Please respect the welfare of the hotel/motel, its guests, and hotel/motel staff by using an appropriate voice level, not using verbally abusive language, and by not damaging or allowing others to damage hotel/motel property. Damage to your motel unit may result in an exit from the hotel/motel and RHAP.
17. Guests will be financially responsible for any damages or missing hotel/motel property.
18. Guests must take all belongings with them when checking out of the hotel/motel. The hotel/motel will not be held responsible for items left behind.
19. Checkout procedure is as follows:
 - a. Complete check out as required by the Hotel/Motel.
 - b. Empty the room of all of your belongings.
 - c. Notify the hotel manager who will perform a room inspection.
 - d. Return keys at that time.
20. In-room phone service is for incoming and emergency 911 calls only.
21. Equus is not responsible for lost or stolen property.

I acknowledge that I have read and understood the above client rules and agree to abide by the requirements. I understand that if I fail to follow these rules, I will be asked to leave the hotel/motel and I may be released from the program.

Participant Signature

Date

Housing Navigator Signature

Date