

Welcome to Family House

We are honored to support your family during this time. We value compassion, care, community, support, refuge, and accessibility. These rules are designed to protect you and other guests during your stay; we ask that you please abide by the below guidelines to ensure a safe and supportive stay.

Registration, Guests, and Badges

- All guests and visitors over 18 must show a valid, non-expired photo ID
 - Acceptable forms of ID include a state issued driver's license, state issued identification card, and/or a Passport.
- Please register all guests and visitors at the front desk.
- Visitors are welcome in **common areas only** (not bedrooms).
- Visiting hours are **9:00 AM – 8:00 PM**, with a **maximum of 4 visitors per family**.
- Families and visitors must wear their Family House badge visibly while entering and occupying the building.

Health & Infection Prevention

- Notify staff immediately if anyone in your family or visitors has been exposed to or test positive for a contagious illness.
- Individuals who are experiencing COVID-19 & flu-like symptoms will be asked to self-isolate and refrain from common areas to ensure the safety of all other guests.
- **Families exposed to contagious illnesses such as, but not limited to, measles, chickenpox, or shingles may be asked to temporarily check out until medically cleared.**
- Masks are required in common areas on **5th Floor North (Rooms 501-510)**.

Food, Kitchens and Cleanliness

To maintain a safe environment:

- Eating and drinking are allowed only in kitchens and dining rooms. **Eating and drinking is not permitted within guest rooms.**
- With the exception of breast milk and water, food must be stored in sealed containers in your assigned cabinet or refrigerator space, *not within your guest room*.
- Food stored in communal fridges or pantries needs to be labeled with your name, room # and date.
- Breast milk storage: please do not store breast milk in communal fridges/freezer. Please ask the Front Desk for access to the breast milk freezer storage within the laundry room(s).
- To support appropriate sanitation for immunocompromised guests, we ask that you use dishwashers only. Please do not hand wash dishes.
- No outside cleaning products or chemicals are allowed, aside from personal washing detergent, which is permitted only on the 5th floor.

Rooms, Cleaning and Safety

- One room per family. Maximum occupancy is:
 - 1 person per twin bed
 - 2 people per queen bed
- Weekly room cleanings begin 7-10 days after arrival for stays lasting longer than one week.
 - Cleanings begin at 9:00 AM and require families to temporarily vacate the room.
 - Please remove items from beds that you would like cleaning service change for. If housekeeping is unable to get to beds, they will not receive fresh linen.
- Family House staff may enter rooms when necessary for cleaning, maintenance or safety.
- No bikes, scooters, or charging of electric bikes/scooters are permitted in rooms. Please use the Family House garage for bike and scooter storage.
- For life safety and emergency communications, please do not unplug the telephone in your guest room.
- Please do not move any of the furniture in the guest rooms, including the beds. If beds have been moved together, housekeeping will be unable to complete linen service.

Quiet Hours & Shared Spaces

Quiet hours are **9:00 PM – 9:00 AM**

During quiet hours:

- Please be mindful of noise for resting families.
- Laundry rooms, gym, patio, and Train Music Room are closed.
- Please do not leave the laundry unattended.

Fire, Safety and Prohibited Items

- Misuse of alcohol is not permitted.
- Riding bikes and/or scooters is prohibited within the house. Bikes and scooters need to be walked if they are inside and can be enjoyed in the courtyard.
- Storage of items outside of the room is prohibited due to fire hazard safety. This includes wagons, strollers, etc.
- No smoking or vaping anywhere inside or on the property (including outside areas within 20 feet of the building).

To ensure a safe, clean and comfortable environment, the following items are prohibited within Family House:

- Candles, incense, hot plates, or outside appliances
- Playdough, slime, or glitter
- Illegal drugs or weapons
- Marijuana
- No outside furniture is permitted within rooms due to space and fire hazard protocols.

Children & Supervision

- Children under 13 may not be left unattended at any time. Please closely supervise children in kitchens, playrooms, and common areas.
- Adolescents over 13 may move around independently **only if a parent is within the building.**
 - If parents leave the building, minors under 18 must go with them.
 - Any adolescent over 13 who cannot comply with Family House rules may lose the privilege of being able to move independently within the house.

Trash, Diapers, and Medical Refrigerators

Please do not leave trash or diapers in hallways or common areas. If you have trash that needs to be disposed of, please call the Front Desk to show you where it can be thrown away in the garage.

Available upon request at the front desk:

- Cribs
- Diaper pails
- Medical mini refrigerators are for **medication only** (no food).

Parking, Belongings, and Personal Responsibility

- One free parking space per family. Parking is at your own risk.
 - Please register your vehicle with the front desk providing the correct license plate, make, and model. Any vehicle swaps need to be confirmed with front desk staff to avoid parking tickets.
-  Family House is not responsible for lost or stolen items.

Check-Out & Temporary Absences

- Check-out time is at **11:00 AM**
- Late check-out is not guaranteed and must be arranged with the front desk.
- Families may be away for **48 hours**. Longer absences are considered a check-out and require a new lodging request.
- Please notify the front desk when any guest is checking out.

Respect, Inclusion, and Community Expectation

Family House is a place of care during an incredibly stressful time. We expect everyone to treat one another with dignity and respect.

We have a **zero-tolerance** policy for:

- Discrimination of any kind

- Hate symbols on clothing or belongings
- Threats, harassment, or degrading language towards guests and/or staff
- Behavior that promotes fear or harm toward any group based on race, ethnicity, religion, gender, sexual orientation, disability, national origin, immigration status, or illness.

Families who cannot uphold this expectation may be asked to leave.

SMS Messaging

Family House partners with Simple Texting to notify guests about upcoming programming, events, as well as live safety and operational updates. These outgoing texts are free of charge, and guests may opt-out at any time. To receive text messages from Family House, simply check the box below:

☐ I consent to receiving SMS updates and reminders from Family House about my stay, including upcoming programming, events and live safety updates. I also agree with the [Terms of Service](#) and [Privacy Policy](#). This agreement isn't a condition of any purchase. Up to 10 Msgs/Week. Msg & data rates may apply. Reply STOP to cancel.

Agreement

I have read and understand these guidelines. I understand that failure to follow them may result in my family losing the privilege of staying at Family House.

Signature: _____ Print Name _____

Name of patient _____ Date _____

Signature: _____ Print Name _____

Name of patient _____ Date _____

Signature: _____ Print Name _____

Name of patient _____ Date _____

Signature: _____ Print Name _____

Name of patient _____ Date _____

Signature: _____

Print Name_____

Name of patient_____

Date_____