

GIFT OF LIFE HOWIE'S HOUSE HANDBOOK



GIFT*of* **LIFE**

Howie's House

ALCOHOL, DRUGS, AND INTOXICATION

Guests may not possess, use, or consume alcohol or illegal drugs at Gift of Life Howie's House or on any Gift of Life Howie's House property, including parking lots. Abuse of prescription drugs is also prohibited. Anyone found in possession of drugs or alcohol or who appears intoxicated will be asked to leave the House immediately.

CHECK-IN AND CHECK-OUT

During check-in, you should have received a copy of these rules, along with other information about your stay. If you have any questions or concerns, please contact the front desk.

Check-out time is by 11:00am. Please notify the front desk immediately when you are ready to depart so that your room can be prepared for another family. Guests who need to check out before 7:00 AM must complete their check-out with the Front Desk before 9:00 PM the evening before their confirmed check-out date. Guests requesting a late check-out must complete the provided Check-Out Card and return it to the Front Desk no later than 9:00 PM the evening before their confirmed check-out date. The Front Desk will let you know if a late check out can be accommodated. Any check-outs that take place after 11:00am will result in additional charges. The front desk staff can store your personal belongings in the luggage closet in the event that you have appointments later in the day or have plans to leave later in the evening. Please note that you will not be able to retrieve your luggage after 9:00pm. When you are ready to leave, please make sure you do the following:

- Pack all of your belongings and perform a final sweep of the room to ensure you haven't left anything behind.
- If you have more trash than fits in the room's trash cans, please take the extra trash to the trash bin at the end of your hallway. If that bin is full, use the bin on the lower level across from the pantry or the dumpster at the back of the property.
- Check to ensure you haven't accidentally packed Gift of Life Howie's House linens or supplies with your belongings.
- Place your dirty towels in the laundry bag that is provided for you in the closet.
- Clean the refrigerator, if one was provided to you.
- Clear any voicemail messages on your room phone.
- Empty your storage locker and refrigerator cubby on the first floor.
- Visit the front desk to complete check-out by returning the room keys, Satisfaction Survey, and any borrowed items.

All rooms must be occupied at least once within a 24-hour period. If you would like to leave the room and return within 24 hours, please notify the front desk of your plans. If you must leave Gift of Life Howie's House for more than 24 hours, you are required to check out, regardless of whether you are certain that you will need to return. Please make alternative arrangements, as room availability will not be guaranteed upon your return.

CHILDREN

Children are the sole responsibility of the Responsible Adult who signed for their room. Volunteers, staff, and other guests are not permitted to supervise or babysit children of guests. Any damage or vandalism to the facility caused by a child will be the responsibility of the Responsible Adult and/or their parent or guardian. Diapers must be changed in either a guest room, or in a bathroom equipped with a changing station.

- Children under 16 – Children under 16 years of age must be accompanied at all times by a Responsible Adult and/or their parent or guardian while on Gift of Life Howie's House property.
- Children ages 16-17 – Children ages 16-17 may use common areas of Gift of Life Howie's House, with the exception of the kitchen, without the presence of a Responsible Adult and/or their parent or guardian; however, a Responsible Adult and/or their parent or guardian must remain on the premises.
- Children ages 18-20 – Children ages 18-20 are permitted on the premises without supervision during the hours of 8:00am to 9:00pm. From 9:00pm to 8:00am, a Responsible Adult and/or their parent or guardian must be present at Gift of Life Howie's House.

COMMUNICATIONS – CALLS, MAIL AND MESSAGES

There is a telephone in each guest room of The House for the convenience of guests. Phones are available for use to contact the front desk, to make emergency calls, or local calls. Guests may not accept collect calls. *Please be aware that calls cannot be transferred between 10pm – 7am.* Mail and packages will be held by the Front Desk Staff. Guests wishing to collect their mail should ask the Front Desk Attendant between the hours of 7am and 9pm. Please ensure that any mail you are receiving has your first and last name as it appears in our records so that we can properly receive it.

COMPUTER AND INTERNET USAGE

There is a desktop and printer on the second floor available for your use. Please limit your time to 20 minutes while others are waiting.

Gift of Life Howie's House provides free wireless internet to guests. The password for the network can be found in your room and can be provided at the front desk. Upon logging on to the internet from your own computer or phone, you will be prompted to read and accept our technology use policy and must do so before you can access the internet.

CONDUCT

Violation of any Gift of Life Howie's House rules or policies will result in appropriate action by management, up to and including removal from the House and loss of consideration for future opportunities to stay here. In addition, the following types of behavior are considered inappropriate and may result in removal from the premises:

- Violence of any kind
- Profanity
- Physical punishment
- Excessive displays of affection in common areas

- Loud or disruptive conduct
- Any criminal activity
- Possession of weapons (Please refer to Weapons section for further information)
- Conduct that may make guests and staff uncomfortable

If you see a violation of Gift of Life Howie's House rules or policies, or any of the above types of behavior, please report it immediately to the Manager-On-Duty.

DRESS CODE & HYGIENE

All guests and visitors are expected to dress appropriately for a family-friendly environment. Guests must be fully clothed at all times, including in the fitness center. Examples of inappropriate clothing for common areas include clothing that displays offensive symbols or language, pajamas, robes, exposed midriffs, sports bras (without shirt), bare feet, and bathing suits. Gift of Life Howie's House reserves the right to ask guests to change their clothes if they are deemed inappropriate.

All guests and visitors are expected to maintain acceptable personal hygiene for a communal environment, including specifically cigarette smoke odor. Gift of Life Howie's House reserves the right to ask guests to address such issues if they are deemed inconsiderate to staff or other guests.

ELIGIBILITY AND STAY REVIEWS

Eligibility to stay at Gift of Life Howie's House is dictated by the medical needs of the patient requiring evaluation and/or treatment at Philadelphia-area medical facilities, as well as the occupancy levels of the House. As long as a medical need exists which is substantiated by the transplant center providing evaluation or treatment, guests may be permitted to stay at Gift of Life Howie's House. Approval of prolonged stays is also based on frequency of appointment schedules. Guests with transplant related appointments on 2 or more days in any week may be eligible to stay until the day after their last appointment.

Gift of Life Howie's House management reserves the right to conduct eligibility reviews of all guests at any time, but a minimum of every 14 days, to assess levels of need and make recommendations for alternative housing. Families not meeting eligibility requirements will be asked to leave the House within 24 hours.

The maximum stay for any guest meeting eligibility requirements is 9 months consecutively. After 9 months of consecutive stay at the House, guests will be assisted in finding alternative living arrangements.

EMERGENCIES

In the event of a fire alarm, or instruction over a paging system to evacuate, all employees, staff, volunteers, guests, and visitors should immediately evacuate the building following the evacuation instructions at each elevator, stairwell, and guest room unless directed otherwise through the paging system. All individuals must stand outside the gate, and await further instructions from staff or first responders.

Gift of Life Howie's House is not a medical facility. In the event of an emergency, 911 is to be contacted immediately so that trained personnel may respond appropriately. Once 911 has been contacted, you are required to inform the front desk staff by dialing '0' on the

phone located on the nightstand. If an emergency occurs outside of business hours (10:00 PM – 7:00 AM), you must stay on the line and follow instructions to connect to the Overnight Emergency Line.

FITNESS CENTER

The fitness center is open from 7:00am until 10:00pm. A list of rules is posted inside the fitness center must be followed at all times. Children who are 13 and under are not permitted in the fitness center. Guests ages 14 through 17 are permitted to use the fitness center when accompanied by a responsible adult. Cell phone use is not permitted inside the fitness center.

FOOD AND BEVERAGES

Water is permitted anywhere in the House. Preparation of food and beverages is permitted in the kitchen area only. The kitchen is open for use 24 hours a day. However, ovens and stovetops are not to be used between 9:00pm – 7:00am. Microwaves are permitted throughout the night. Consumption of food and beverages is **not permitted** in guest bedrooms with the exception of water and ice. Each guest room is assigned a dry storage cubby located on the first floor as well as a refrigerator cubby located behind the kitchen. Guests aged 16 and over are permitted to use the kitchen and are expected to clean the kitchen area immediately after use. This includes cleaning counters, tables, stovetops, ovens, sinks, floors, dishes, utensils, and appliances. Large items like pots and pans should be washed by hand and returned to their proper storage spot. Smaller items like dishes and utensils should be rinsed and put in the dishwasher that is marked as “open”. At check-out, guests should take their food home with them, dispose of it, or, if unopened, donate it to Gift of Life Howie’s House for general use.

Medicine and breast milk cannot be stored in the kitchen. Guests who need to refrigerate medicine or breast milk should contact the front desk to make accommodations.

FOOD SERVICE

Dinner is provided at no additional cost through our Home Cook Heroes Program. Dinner is served between the hours of 6:00pm and 8:00pm. Any leftovers after dinner service can be found in the community refrigerator. This program is staffed by volunteers and the meal provided is optional. Please monitor your own dietary restrictions and/or preferences prior to consuming. Guests are required to dispose of any trash, scrape leftover food in the trash, rinse their dishes and utensils at a kitchen sink, then place the items in the dishwasher that is marked as “open”.

GAMES AND ENTERTAINMENT

Certain video game systems may be loaned to guests for use in the lounges or activity center. Guests who wish to borrow such a system is required to leave their state- or federal-issued photo identification with a Front Desk Attendant. These items can be loaned out to someone over age 18, and between the hours of 7:00am and 10:00pm.

GUEST ROOMS

Guests are responsible for keeping their guestroom clean. Maximum room occupancy is determined at the discretion of management and is generally limited to 2 people per

queen bed, with 2 beds per room. Nothing should be taken out of the room, including but not limited to blankets and towels.

While every effort will be made to ensure the comfort and privacy of guests, management reserves the right to enter guest rooms at any time and without prior notice. If you have a maintenance issue such as a clogged drain or burned-out light bulb, please notify the front desk between 7:00am – 9:00pm so that it may be addressed.

Please note that our housekeeping staff will enter the room once every 14 days to do a mandatory basic cleaning.

KEY CARDS

Gift of Life Howie's House will provide you with up to two key cards to be used only by guests ages 18 and up. Please keep this key card with you as you will need it to access the pedestrian and vehicle gates, vestibule, your guestroom, fitness center, activity center, and the laundry room. In the event your key card is lost, please see the front desk to have it replaced. Key cards are only for registered overnight guests.

LAUNDRY FACILITIES

Guests are responsible for doing their own laundry during their stay. The laundry facilities are located on the lower level of the building and is open 24 hours a day. Guests can gain access using their key card. Machines are free of charge and detergent is provided through donations. Guests may not use more than one washer and dryer at a time while others are waiting.

MEDICINE, NEEDLES AND STORAGE

Gift of Life Howie's House employees and volunteers are not permitted to provide, dispense, or administer medication. Medication must be stored in guest rooms. If your medication requires refrigeration, please make arrangements with the front desk prior to your arrival so that a portable refrigerator, if available, may be placed in your room. You will be responsible for cleaning the refrigerator prior to check-out.

Needles should be kept in your room at all times and in a container designed for sharps storage. Never dispose of needles at Gift of Life Howie's House. They must be taken with you when you leave.

Any items delivered for you prior to your arrival will be stored in the luggage closet. You must retrieve these items upon arrival and take them to your room. Staff will not transport these items, medical or otherwise, to your room at any point.

NURSING, BREAST MILK STORAGE

If you are nursing, you should contact Gift of Life Howie's House in advance of your stay so that a portable refrigerator, if available, may be placed in your room for breast milk storage. Breast milk cannot be stored in community refrigerators. You will be responsible for cleaning the refrigerator prior to check-out.

PARKING

Guests are permitted to park one vehicle in the House lot free of charge. You must provide vehicle details at check-in or when the vehicle is present on Gift of Life Howie's House property. Any cars not registered to a guest or visitor will be towed at the owner's expense. Although Gift of Life Howie's House lot is in a gated community, we highly encourage you to keep your car locked at all times. Gift of Life Howie's House is not responsible for damage to or theft of cars in the lot.

PETS

Pets are not permitted at Gift of Life Howie's House and cannot be left in vehicles in the House parking lot.

PRIVACY

Guest may encounter sensitive or private information during the course of their stay. Guests must always respect the privacy of others at Gift of Life Howie's House and should not discuss any such information outside of Gift of Life Howie's House. Guests must obtain permission before including other guests, staff, volunteers, or visitors in photography or videography made on Gift of Life Howie's House premises.

QUIET HOURS, LIGHTS OUT

Quiet hours are between 9:00pm and 9:00am. Quiet hours apply to all areas of the House including the patio and parking lot. At 10:00pm, the manager-on-duty will shut the lights off in the common areas of the House.

ROOM FEES

Gift of Life Howie's House asks that guests pay a fee of \$40 per night, per room. If you are unable to pay this fee, we will refer you to our social work department, so that other arrangements can be made. If you are eligible to have a third party pay your fees, Gift of Life Howie's House will send billing statements directly to the third party for you. Gift of Life Howie's House will collect the first night's fee at check-in and subsequent payments should be made every 10 days. A final payment will be made during check-out. Management will review financial statements of guests every 10 days to ensure that accounts are up to date. Payment can be made by cash or credit card (checks will only be accepted at the discretion of management).

SAFETY & SECURITY

For the safety of you and your fellow guests, doors are never to be propped open, or opened for anyone not in your party. Entrance to Gift of Life Howie's House is limited to the front door only. Staff and/or security may ask for your name or to see your wristband prior to buzzing you into the building. In the event of an emergency, please call 911 and notify management immediately. Guests are not permitted to use lighters, candles, incense, or other open-flame items at Gift of Life Howie's House.

SMOKING

Smoking, vaping, and other nicotine or tobacco use is prohibited at Gift of Life Howie's House and on the House property, including parking areas. If you wish to smoke or use tobacco, you must use the designated smoking area in the Northwest section of the

parking lot, and must dispose of any waste (e.g., cigarette butts) in the proper receptacle.

VAN SERVICE

Gift of Life Howie's House will provide limited van service, when available, following a regular schedule of pick-ups and drop-offs at transplant centers in the Philadelphia-area, and the House itself. Gift of Life Howie's House will not guarantee transportation. Information and contact numbers for local taxi companies and other car services will be available at the front desk. This information can also be found in the guest services directories located in each guest room.

VISITORS

Visiting hours are from 9:00am to 9:00pm, and all visitors are required to abide by the Illness Policy. Your visitors must sign in at the front desk and tell staff who they are visiting. They will be required to wear a wristband indicating that they are a visitor. Registered guests are responsible for the actions of their visitors and must greet their visitors at the front desk before they will be allowed into the House. Visitors are restricted to the first floor of the House, Activity Center, and no more than four (4) individuals total may be in the guest room. All visitors must be accompanied at all times by a registered guest. If your visitor wishes to stay overnight, they must check in with the front desk by 8:00pm and comply with room occupancy limits.

WEAPONS

Possession of weapons, including, but not limited to, firearms, ammunition, hunting knives, and switchblades, is prohibited at Gift of Life Howie's House and on the House property, including parking areas. This does not apply to active-duty law enforcement.

WRISTBANDS

You will be given a wristband when you check in at Gift of Life Howie's House that must be worn for the duration of your stay. If your wristband comes off, or becomes loose, bring it to the front desk so that it can be replaced. You may be stopped by staff or security to confirm that you are wearing the wristband. This is to ensure proper registration has been complete for the health and safety of all at Gift of Life Howie's House.