



Hospitality House of Owatonna, Inc.

250 East Main Street
Owatonna, MN 5506069

Introduction

This handbook provides guests with a reference on the policies and procedures of Hospitality House of Owatonna, Inc. These policies are not a binding contract. We reserve the right to change these policies without notice.

Welcome

Welcome to Hospitality House! We hope that your stay with us is a pleasant one.

This facility does not discriminate on the basis of race, color, creed, religion, national origin, sex, marital status, sexual preference or status with regard to public assistance, disability or age.

Mission

Hospitality House partners with our community to ensure that those experiencing homelessness in the Owatonna area have a safe and hospital place to stay. Employees and volunteers provide compassionate support to guests as they design their own pathway to independence. Hospitality House will make every effort to connect guests with community organizations or programs that may be beneficial.

Residence at Hospitality House is defined as transitional housing and guests are approved for up to 6 months stay.

Safety of Guests

The primary concern of Hospitality House is to provide a safe environment for its guests and staff. Drug use, alcohol use, physical violence, verbal abuse, destruction of property, attempted suicide, or possession/use of weapons of any kind will not be tolerated.

Hospitality House has the right to remove guests who are unsafe or fail to follow the policies of this facility. Any guest who jeopardizes their own safety, or that of others, will be asked to leave. The police may be called for assistance in the removal of guests who do not leave the premises as requested.

Guest Conduct

Please keep in mind that you and your actions represent Hospitality House while you stay here. Any behavior that threatens the good reputation of this facility will not be tolerated. Guests shall not engage in any criminal activity on or off HHO premises and agree to be law abiding citizens. Guests are not allowed to urinate outside anywhere on HHO property and must use HHO's bathroom facilities. Guests on probation or parole must attend required classes and comply with their conditions and terms. HHO does not permit any conflicts of interest between staff members, Board members, or other current guests staying at HHO. Guests are not

allowed to befriend HHO staff members on any social media platform nor obtain HHO staff member's personal phone numbers. Hospitality House discourages rumor or talk of a personal, sensational, or intimate nature. Any person who habitually spreads intimate or private rumors or facts regarding other current or past guests and HHO staff members will result in disciplinary action. HHO does not tolerate gossip, drama, or any other negative or disruptive behaviors. Guests who are diagnosed with serious/persistent mental health diagnosis are required to follow an active treatment plan including but not limited to: Psychiatry, therapy, and a medication regimen prescribed by a provider. Individuals who present the need for case management services will be referred to one by HHO staff.

Respect

Hospitality House has been established with the firm conviction that all people deserve respect. This facility will not tolerate language or actions that diminish the dignity of others. Everyone's stay at HHO is confidential, refrain from telling others who is staying or have stayed in the home. Picture taking of other residents or staff members is not allowed without consent. Guests cannot video chat in the common areas of the house. If privacy is needed, please ask a staff member, we will try to accommodate you.

We ask that you respect this property. Vandalism or willful destruction of property will not be tolerated. If something breaks accidentally, please let staff know so that it can be repaired.

We ask that all guests be considerate of one another's space and possessions. Please do not enter the room of another guest. Theft of another's property, or theft of HHO property, may result in removal from the house. Hospitality House of Owatonna, Inc does not assume liability for a guest's personal possessions. We ask you to use the padlock given to you at intake to lock up any possessions of value.

Illegal Drugs/Alcohol Prohibited

Hospitality House is an alcohol and drug free environment. Any person on the property in possession of illegal drugs or alcohol will result in automatic dismissal from Hospitality House and must leave immediately. Upon arrival at Hospitality House, all guests are required to pass a Urine Analysis test. Failure to pass UA will result in automatic disqualification. Staff may request that guests take a breathalyzer test at any time. Guests under the influence of alcohol or drugs may not stay in the house, nor remain on the property. The police may be called for assistance in the removal of guests who do not leave the premises as requested.

Guests suspected of using drugs may be asked to submit to a drug screening test. Refusal to submit to testing, or a failed test, will be grounds for dismissal from the house. Possession of drug paraphernalia on the property will be grounds for dismissal from the house.

All guests are required to submit to PBT testing every night by curfew. Guests are required to come to the office to perform their PBT between the hours of 8-10pm Monday-Thursday, 8pm-12am Friday & Saturday or at 5pm if you work the night shift.

Please take caution when purchasing and using certain products. Medicines, mouthwash, and other products containing alcohol are prohibited while staying at Hospitality House.

CBD Products are prohibited here at Hospitality House, guests may not use CBD or any products containing CBD. Possession of CBD and/or CBD products will be grounds for dismissal.

Prescription Marijuana or Marijuana use is not allowed while staying at Hospitality House.

All guests that are on parole/probation, have DUI's, or past alcohol or drug use are required to attend AA or NA meetings weekly and log their meetings. Non-alcoholic beer will not be permitted on Hospitality House property

and will be grounds for dismissal.

Gambling and other Addictive Behaviors

Gambling for money online, or with other guests, is prohibited at Hospitality House. Addictive behaviors that adversely affect the guest, or the house, are prohibited. The primary focus of a stay at Hospitality House is intended to encourage positive behaviors and responsible management of one's finances.

Tobacco Products

There is no smoking, vaping, or chewing tobacco allowed in private rooms, in the building, or on the front or back porch. Failure to comply will result in confiscation of vaping and/or smoking products, disciplinary action up to dismissal. Smoking, vaping, and chewing tobacco is allowed outside on the back patio behind the garage only. We ask for your assistance in keeping our grounds clean and litter free by disposing of cigarette butts in the containers provided. Chewing tobacco indoors is not allowed. Guests who chew tobacco must also assist in keeping our grounds clean by spitting juice and tobacco into empty water bottles, or any container that can be securely closed, then thrown into the trash receptacle. Do NOT spit your tobacco or tobacco juice on the ground or directly into the trash can outdoors. Failure to keep grounds clean of cigarette butts and garbage will result in disciplinary action, including loss of smoking privileges on the grounds forever. Vaping is not allowed in the building. Guests must vape outside in the designated smoking area only (Back Patio).

Pets Prohibited

There are no pets allowed at Hospitality House, except under special circumstances as approved by the board of directors. The pet must be registered, up to date on all vaccinations, provide proof of vaccinations, and have papers as a registered service animal. Under Title II and Title III of the ADA, a service animal means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Only one service animal is allowed to reside in the house at a time. Owners assume all responsibility for their pet and are required to clean up after their service animal, and liable for any destruction of HHO property.

Sexual Activity

Sexual activity and other expressions of intimacy between guests, guests and resident managers, or guests and staff/volunteers is not allowed and will be the reason for immediate dismissal. Everyone is required to have appropriate clothing on while in common areas of the house. Guests must have adequate sleepwear on while sleeping. Pornographic materials and videos are prohibited at Hospitality House. Accepting or exchanging pornographic materials including personal pictures are prohibited and will result in disciplinary action up to dismissal from HHO.

Sexual Harassment

Unwanted sexual advances, including conduct or language that creates an intimidating, hostile or offensive living environment among guests, staff, volunteers, or house managers are prohibited. Sexual harassment may include, but is not limited to, sexual remarks, jokes or other sexual conduct that interferes with another person's work performance or creates an intimidating, hostile or offensive living environment. This includes a display of sexually suggestive objects or pictures. This will be grounds for immediate dismissal.

Other forms of Harassment

Harassment can include ethnic slurs, racial epithets, name-calling, jokes, cartoons, pictures, gestures, unwelcome physical touching, or other derogatory conduct based on a person's race, religion, ethnicity, national origin, age, disability, or sexual orientation. Hospitality House has a zero-tolerance policy regarding any form of harassment. Anyone found to violate our harassment rules will be asked to vacate immediately.

Reporting Harassment

If you are experiencing any form of harassment, please bring a complaint forward to any staff member or any member of the board of directors. You will be asked to write out the circumstances of concern. All complaints will be taken seriously and immediately investigated. Please report any forms of harassment to staff immediately.

Facility Security

The doors to this facility will be locked at night. Guests must be in the house before the doors are locked unless prior arrangements have been made with the house staff. Doors will be locked at 10:00 pm Sunday through Thursday, and at 12:00 midnight on Friday and Saturday. Guests opening doors or helping anyone enter the house between curfew and 5:00am without staff permission will be asked to leave Hospitality House. Guests that work night shifts and need entry to the house prior to 5:00am are asked to knock on the office window facing the front porch to wake staff. Guests must give their work schedules to staff at the start of each week. Anyone caught going out the basement stairway door, out fire doors, or out windows will be asked to leave immediately. Zero tolerance on this.

After curfew guests may request approval from staff to go outside to smoke. Please use the door indicated by staff and smoke in the designated smoking area (Back Patio). Guests should return through that door and LOCK it when done.

Disciplinary Action

It is our intention that all guests get the opportunity to correct behavior, whenever possible staff will proceed with progressive action through verbal and written warnings. However, individuals accumulating 3 or more written warnings in total will be asked to leave Hospitality House.

Passes

Only guests who are employed or on medical status are allowed to take an overnight pass. ALL Guests are not allowed to take any overnight passes for the first 30 days of their stay. This rule is intended to help our guests develop positive routines, personal responsibilities, decisions, and to ensure stability. Guests are allowed to be away from the house one night per week with notice to the house staff 24 hours in advance on the day requested. (Once every 7 days.) Guests must fill out a pass request form and get it signed off by the Program Manager or Executive Director. Verbal requests are not accepted. Any unauthorized passes or No Shows will result in automatic dismissal from HHO unless an emergency approved by management.

Guests working at night must submit a schedule of their hours to the house manager. Night shift workers are expected to return to HHO after their shift ends to sleep here. Failure to return to HHO to sleep will be treated as an unauthorized pass and is grounds for immediate dismissal.

Visitors

Guests are required to get prior approval of the program manager to have visitors in the house. Visitors will be approved only if staff are in the building at the time of the visit. If the program manager is unable to approve a visitor, the guest will need to find another location to visit. Guests should stay in the common areas of the house – the living room, dining room, or kitchen. Visitors are not allowed in guest bedrooms or allowed to visit after curfew. Visitors are only allowed to visit when a staff member is present. Allowing visitors in bedrooms will result in discipline up to immediate dismissal. Having any unauthorized visitors in the house will result in written warning and possible room searches.

Conserve Energy

All guests are asked to help conserve energy and water, as well as recycle cans, paper and plastics in the bins provided. Please help us to save money and conserve energy by turning off lights, TV's, radios, fans, etc., when leaving a room; by remembering to conserve hot water; by checking to be sure that the faucets are tightly closed; and by reporting to management when things are not running efficiently (toilets running continuously, plugged drains, dripping faucets, etc.). Please DO NOT touch thermostats. They are locked and not to be tampered with. Please contact staff regarding heating or cooling issues.

Release of Information

As a guest of Hospitality House, the information provided may be shared with the house staff, house volunteers, the Board of Directors, and other outside agencies as needed. You will be asked to sign a *Release of Information* giving this facility permission to share information with outside agencies.

Medication

Guests taking prescriptions, or over the counter, medication must provide a list of medications to the house manager and keep them in a locked drawer. A padlock will be issued to you upon your arrival, and you are to use this to lock up all medications. Misuse of prescription medications or over-the-counter medications will result in dismissal from this house. Medicines containing alcohol are not allowed, please use good judgement when purchasing or using over the counter medications. Improper storage of medications that allow access by other guests will result in dismissal from this house. Guests who must inject medications will work with the house manager for proper storage of medication and disposal of needles. Any sharp must be kept in a labeled container.

Cleaning Duties

All occupants of this house will share in the tasks necessary to maintain a clean and safe environment during their stay. Guests are responsible for keeping their room or sleeping area clean, vacuumed, and dusted. All personal belongings should be stored in the closet, dresser drawers, or under your bed. Because we often have volunteers or guests touring our facility, we ask that you make up your bed each day before leaving the house. Guests are asked to launder their own bedding and bath towels on a weekly basis on the day their room is assigned to do laundry (please see the chore chart on the front of your bedroom door).

All guests will share cleaning duties for the public areas of the house. Chore charts are posted outside on the door to each room. Guests not performing their assigned chores will receive a written warning or be asked to leave. Additional chores will be delegated as needed to maintain a clean, organized, and safe home.

Kitchen Rules

This facility depends on the generous donations of our community and may provide some groceries or meals. Guests must furnish/purchase their own food items as well. Individual food items stored in the house should be clearly labeled with the guest's name and kept in their cupboard, bin, fridge, or freezer.

Guests will respect other guests' personal belongings, including food in the refrigerator and cupboards. Guests should not eat other guest's food or drink without the owner's permission. If you are caught stealing someone else's labeled food or drink, you will be given a written warning, and a 2nd offense will result in dismissal. If you need food to eat, you need to ask staff or other guests.

KITCHEN DUTY - DAILY ROTATION BY ROOM

MONDAY = ROOM #1
TUESDAY = ROOM #2
WEDNESDAY = ROOM #3
THURSDAY = ROOM #4
FRIDAY = ROOM #5
SATURDAY = ROOM #6
SUNDAY = BASEMENT - ROOM #7

EVERYONE SHOULD BE RINSING THEIR OWN DISHES, BOWLS, GLASSES, CUPS AND SILVERWARE AND PUTTING THEM INTO THE DISHWASHER. IF YOU USE POTS AND PANS, PLEASE WASH AND PUT THEM AWAY AS SOON AS YOU FINISH EATING.

THE ROOM RESPONSIBLE FOR DAILY KITCHEN DUTY MUST PERFORM THIS CHORE BETWEEN 8:00 PM – 9:00 PM BY COMPLETING THE FOLLOWING TASKS:

- LOAD AND RUN THE DISHWASHER
- UNLOAD AND PUT AWAY CLEAN DISHES WHEN THE DISHWASHER CYCLE HAS ENDED
- WIPE COUNTERS, STOVE, SIDES OF BOTH REFRIGERATORS, AND OUTSIDE OF DISHWASHER
- SWEEP AND MOP THE KITCHEN FLOOR AND BACK ENTRYWAY FLOOR
- VACUUM THE RUNNER IN THE BACK ENTRYWAY
- EMPTY TRASH & RECYCLING IN KITCHEN AND IN BACK ENTRYWAY
- WIPE DOWN INSIDE AND OUTSIDE OF MICROWAVE

If your roommate(s) does not participate in the kitchen chores, **YOU** are still responsible to see that all tasks are completed. Then, please let staff know that the roommate is not pulling their weight. Guests who do not participate in kitchen duty will receive a written warning up to termination.

NIGHT SHIFT WORKERS:

*Please remember that you are still responsible for your assigned night of kitchen duty. If you work a night shift and are not present between 7-9 pm when kitchen duty is supposed to be done, you must make arrangements to trade nights with another guest. For example, if you work Monday through Thursday overnights, you could trade with guests who have kitchen duty on Friday, Saturday, or Sunday evenings. If the kitchen duty does not get done, or if you have not found a replacement for yourself, you will receive a written warning. Guests trading kitchen duty nights **MUST** fill out and sign a kitchen duty switch form for it to be a valid switch.*

The kitchen closes at 9:00 pm daily. Guests may still get simple snacks or drinks that do not require use of the

stove, oven, or microwave after this time.

ALL FOOD AND DRINK MUST BE CONSUMED IN THE KITCHEN OR DINING ROOM ONLY. NO FOOD OR DRINK ALLOWED ON THE 2ND OR 3RD LEVELS OR IN THE BASEMENT. FAILURE TO COMPLY WILL RESULT IN CONFISCATION AND WRITTEN WARNING UP TO DISMISSAL.

Laundry Room Rules

Two washers and dryers are available for guest use free of charge. Guests should follow this schedule for laundry use:

MONDAY = ROOM #1
TUESDAY = ROOM #2
WEDNESDAY = ROOM #3
THURSDAY = ROOM #4
FRIDAY = ROOM #5
SATURDAY = ROOM #6
SUNDAY = BASEMENT – ROOM #7

Please be considerate of others by removing clothing promptly from the machines. If you must remove laundry that has been sitting for a period of time in order to put your laundry in, please be respectful and place items on top of the machine. It is not acceptable to throw washed or dried laundry on the laundry room floor. To conserve energy, guests are asked to use cold or warm water when washing clothes whenever possible. Please wash full loads and use supplied laundry detergent conservatively. The laundry room is available for use from 9:00am to 9:00pm daily. Please do not start or move laundry before or after these times.

*****ANY LAUNDRY LEFT IN THE LAUNDRY ROOMS OR IN ANY OF THE MACHINES FOR MORE THAN 4 HOURS WILL BE DISPOSED OF *****

Bathrooms

Bathrooms, showers, tubs, and toilets are for common use. Guests are responsible for helping to keep these areas clean and dry. Guests will be assigned to clean the bathrooms via the chore chart. However, each guest should rinse the tub or shower after use, wipe up the floor, pick up fallen toilet paper, and check to be sure the toilet seat is clean and dry. Please store personal items in the bathroom closet or vanity, or in your own room. Do not leave personal items laying around in the bathrooms. Guests should hang their wet towels on hooks or towel bars in their room. Main floor bathroom is for staff and visitors only; failure to comply will result in a written warning. Guests are responsible for laundering their own bath towels with their personal laundry. This is not the responsibility of the guests assigned to do house laundry. The main floor bathroom is reserved for staff and visitors only, failure to comply will result in a written warning.

Work Expectations

1. **Guests who can work are expected to work while at Hospitality House.** If a guest is not employed at intake, a sincere and thorough job search is required as follows. Guests must:
 - Be out of the house actively looking for work each weekday, Monday through Friday, beginning no later than 9:00 am.
 - Complete a weekly job search log, showing 2 job applications each weekday. The completed

job search log must be turned in to staff on Friday evening.

- **Please take note that HHO does not count applications and job searches on Indeed.com for your job log.** It is fine that you use Indeed but Inquire OR apply directly through the company instead of on Indeed.
 - Understand that failure to make a legitimate effort to find employment, not turning in job logs, or refusing work will result in your dismissal from this house.
2. **In order to successfully transition to permanent housing, it is essential that employment provide a livable income** through either a full-time position, or through multiple part-time positions that will provide enough income to sustain housing. Full-time work is generally defined as 35-40 hours per week. Guests who are working less than 35 hours per week will remain on job search status and must meet the expectations outlined above.
 3. Once employed, **guests are expected to maintain their employment.** Excessive absences, poor work performance that results in job loss, or quitting a job without having another one lined up may be a cause for dismissal from this house.
 4. **Guests are expected to save their money so that they can get into permanent housing.** There is no cost to stay at Hospitality House so that guests have a period of relief from rent and utilities, thus affording an opportunity to save for housing. Guests should not be purchasing a vehicle, buying expensive phones, or spending frivolously. This is unfair to the community that supports this house through donations. Donors want to help guests get into housing. That should be your goal as well.
 5. Hospitality House recognizes that some guests may be unable to work due to physical or mental health conditions.
 - A guest will be excused from employment / job search expectations if they are receiving Social Security Disability.
 - Guests not receiving Social Security Disability will be required to provide a Medical Opinion Form signed by their medical doctor or mental health provider stating the extent of the disability and the duration of time excused from work.
 - Guests with partial work restrictions are expected to find suitable employment within their doctor recommended perimeters.
 - Guests with a medical exemption from employment are still expected to perform their assigned household chores and to assist staff with additional tasks to the extent of their abilities.
 - Guests with a medical exemption from employment will be encouraged to perform some outside volunteer work to the extent they are able. This provides a way to give back to the community and is beneficial to one's mental health to have outside contacts and a sense of purpose.

Daytime / TV Expectations

The living area on the first floor has a TV and DVD player that guests may use. Please try to limit the use of the TV during daytime hours on weekdays. There are some movies in the house for guests to view. Please use good judgment when bringing in movies from outside. No "X" rated movies will be allowed for viewing in this facility. Please keep triggers in mind when viewing television shows and movies including violence, sex, alcohol, or other drug use.

Guest Bedrooms

No Personal TV's in individual bedrooms

No food or drink allowed in any guest bedroom on the 2nd or 3rd levels or in the basement. Failure to comply will result in confiscation of items and written warning up to dismissal. The ONLY exception to this rule is water in a closed container.

No candles, incense burning, or smoking allowed in private bedrooms. The second and third floors must be quiet at all times due to varying schedules of guests. Rooms are private except under the following circumstances:

- The house staff may conduct random room checks.
- During the performance of maintenance work.
- When guests are suspected of using contraband such as alcohol, drugs or having possession of stolen items from the shelter or externally.
- No house guests besides assigned roommates or outside visitors allowed in bedroom; failure to comply will be grounds for immediate dismissal.

Telephone Rules

Hospitality House has one phone line for guest use. Unanswered calls will go to an answering machine and messages will be conveyed to guests by staff. Long distance phone service is available, however international calls are restricted. Guests are required to call collect, or buy a calling card, for long distance calls. Please limit calls to 15 minutes maximum and limit the number of calls made and received. Phone calls should not be made or received after 10:00 pm. Cell phones should not be used upstairs after 10:00 pm. and the ringer should be turned off.

Please be considerate when on smartphones after 10pm. Phone screens should be dimmed, and your phone should be set to silent or vibrate. Please use headphones whenever necessary.

Please see staff if you require assistance in obtaining a cellphone.

Hospitality House Mailing Address

Guests may use Hospitality House's address to receive mail. The mailbox is locked and accessed only with approval from staff. Guests caught breaking into Hospitality House mailbox will result in written warning.

At intake you will be asked to sign a change of address form to be used when you vacate HHO.

(Your Name)
250 East Main Street
Owatonna, MN 55060

House Meetings and Individual Meetings

Guests are required to attend a weekly house meeting held at 5:00 pm every Thursday evening. This time is used to discuss house business or participate in a group discussion of pertinent topics. This meeting is mandatory unless you are at work. If you are scheduled to work during this time, you must let the house manager know. Guests are encouraged to let staff know if there are agenda items they wish to discuss.

As part of the Hospitality House Programming, you will be required to attend a scheduled weekly meeting with the Program Manager or another day staff if the Program Manager is unavailable. This is a required meeting to look over goals, discuss needs, and other case management services. Each meeting is blocked off for 1 hour.

Your meetings may take less time depending on your needs. Guests needing more than 1 hour OR needing multiple meetings can arrange a solution with the Program Manger OR you can schedule a time with evening staff. These meetings are mandatory and are part of HHO Programming. These dates/times are subject to change and meeting times are assigned by bed. If you are not available at this time you must work on an alternative time to meet with day staff.

If you miss your scheduled appointment and did not schedule an alternative date/time you will receive a written warning.

Other meetings or programs, such as AA, mental health support, budgeting, case management will be required depending on individual needs and goals.

Emergency Procedures

Fire Precautions:

- Guests should be familiar with the locations of all the fire exits, fire alarms and extinguishers.

Exit doors are located:

- In the front entry by the living room
- In the back entry by the kitchen
- In the 2nd floor hallway
- In Room #5 on the 3rd floor
- In the northeast laundry room of the basement
- In the basement stairway

In case of fire, guests must exit immediately and meet in front of the building for a head count done by Staff.

Tornado Warning

If the sirens sound, take shelter immediately in the basement level away from windows.

Storage of Personal Items

Closet and dresser space in the bedrooms are limited and must be shared. We ask you to sort through your belongings and only bring essential items into the house, ROUGHLY 2 WEEKS WORTH OF ITEMS. The remaining items will be stored in the garage. The garage will be locked, but you will have access when staff is present. There may be a limit on how much personal stuff you can store in the garage as we do not have room for furniture or large items.

If you need to store items after your departure from the house, please let the house manager know. There is limited storage space available for guests' personal items for up to 30 days. Items left beyond 30 days will become the property of Hospitality House of Owatonna, Inc and may be donated or destroyed at our discretion.

If you are asked to vacate by staff and are told to pack your belongings, please understand that YOU must pack everything that you wish to keep. Packing your belongings for storage is your responsibility and will not be done by staff. All items you wish to keep must be boxed or bagged and carried downstairs for either storage in the garage, or to be carried away with you when you leave. We will assume that any and all items left in your room or food bins are of no value to you and will be donated or disposed of at our discretion.

Bedbug Prevention

- At intake, staff will inspect, and heat treat all belongings brought into the house. The number of belongings allowed in the house will be limited. All remaining items will be marked and stored in the garage.
- Guests are not allowed to bring in suitcases, large duffel bags, and any other luggage sets. Any of these items will be labeled with guest's name and taken to garage for storage during intake.
- Guests are not allowed to bring any additional clothing, bags, boxes, or belongings into the house without prior staff approval.
- Guests are not allowed to switch beds, or move any furniture, without prior staff approval.
- Guests are required to strip their bed and wash all bedding, including quilts and pillows in hot water followed by a hot dryer on their assigned kitchen duty day. While the bed is stripped, guests must vacuum the carpet under and around the bed.
- Guests are reminded to take care when staying at hotels, or with friends, when on a pass. Backpacks and suitcases are especially prone to picking up bedbugs at hotels. NEVER place your luggage or bags on the carpet or bed. ALWAYS use the luggage rack – it is there for a reason! Better yet, take your belongings in a plastic bag if you can. Be sure to check for signs of bugs – lift up the corner of the sheet and look on the edge of the mattress or box spring near the seam for any dropping or exoskeletons (they shed!). Remember that you MUST heat treat everything brought back into the house following a pass.
- Guests that fail to comply with bedbug prevention policies will be asked to vacate.

Revised January 2024

Compliance With Rules

Guests must comply with the rules and policies of Hospitality House as a condition of their stay.

It is our intention that guests have the opportunity to correct behavior, so whenever possible we will proceed with progressive action. Under most circumstances, guests will receive a verbal warning and a written warning before being asked to leave the house. Understanding that non-compliance with some rules is more serious than others, this house reserves the right to ask a guest to leave immediately depending on the rule and severity of the circumstances.