



Welcome to the Atlanta Hospital Hospitality House

The Atlanta Hospital Hospitality House is designed to provide a home-like respite environment for families and patients who are receiving medical care in Atlanta. It is the responsibility of all guests to keep the atmosphere as home-like and stress free as possible, and interact with families, staff, and volunteers in a respectful, positive, courteous manner. We ask all families and guests to agree to the following guidelines:

Staying at the House

- **Patients must be receiving medical care while staying at the House.**
- **Guests staying at the House are expected to be active participants in caregiving or identified as a support system for transportation, food, and personal care by the patient.**
- **Please do not bring additional guests and visitors onto the property without prior approval from AHHH staff.** All guests/visitors must check in with a staff member and pass a health screening.
- **Please use the sheet at the front desk to sign in and out of the house as you leave.** This is for safety purposes so staff knows who is on the property at all times.
- **Pets are not allowed at the House.**

Creating a Healthy, Safe and Caring Environment

- **Please report any suspicious activities immediately to Guest Services Staff or call 911.**
- **Do not leave valuables in your vehicles.** AHHH is not responsible for any theft or losses incurred by guests during their stay.
- **All entrances to the House are locked.** Please make sure that the door shuts securely behind you. For the safety and security of all guests, you should not grant access to people you do not know or share your code with others.
- **No foul language, discriminatory, unsafe, disruptive, abusive, suggestive, or illegal actions or behavior will be tolerated.**
- **No alcohol or illegal drug usage is allowed on the property.**
- **No firearms or weapons are allowed on the property.**
- **Smoking is allowed only in exterior designated areas.** Please place all butts in the outdoor ashtray and not on the grounds.
- **Be courteous of your neighbors above, below and around you.**
- **Quiet hours are from 9 p.m. to 9 a.m.** which includes public areas and guest rooms. Quiet hours mean keeping voice low, turning down tv, and not slamming doors.
- **Children under 14 years old must be supervised by an adult at all times, including while on the playground.** AHHH does not assume responsibility for any unsupervised children
- **Do not use emergency exits unless for an emergency.** They are not for allowing others into the house, smoking, or talking on the phone.
- **If you have acquired or have been exposed to an COVID-19, other infectious diseases, cold, or flu, please inform AHHH staff immediately.** You must take the necessary infection control protocols including staying in your room and wearing a mask when in public area. *Please see COVID-19 Guidelines for more information.*

Room Usage-

- **Families are expected to keep their room clean and in good repair.** Please clean up your space daily by making your bed before you leave, removing personal items in shared bathrooms and discarding your trash.
- **Fresh towels and sheets are available upon request.**
- **Staff have the right to conduct room checks weekly as needed.**
- **When you check out, please strip the beds, leave sheets and towels in designated bin.**
- **You should not enter the room of other guest families without permission.**
- **No food and drink (except for water) are allowed in overnight rooms.**

Our Facilities

- Please enjoy all shared areas and walk on the trails and gardens on the property.
- **You are expected to clean up after using any area of the House and property.**
- **Kitchen-is available for your usage every day until 5:00pm.** If you need to use the kitchen after 5:00pm, please talk to a staff member about arrangements.

- **Kitchen**- families are expected to wipe down all surfaces, load and empty dishwasher, wash the dishes, and leave the kitchen in a better condition in which you found it.
- **WiFi** is available throughout the House. You will receive a log in code at the time of check in.
- **Computers** are available for check out in the office.
- **Laundry** is free of charge and available for usage by the front door of the main house and in the hallway of the Cottage. Please see a staff member for questions.

Food and Beverage-

- Food and drink should only be consumed in shared community spaces.
- Please use the kitchen for storing your food personal food items. Remember to label all your items.
- Breakfast and lunch is included and is self-service.
- **Dinner is provided every night at 7:00pm. Please sign up for dinner in advance.**
- If you have a specific request, please see a staff member.

I AGREE AND CONSENT TO THE FOLLOWING:

AHHH may contact hospital staff to discuss patient/family dynamics that may impact your stay. By signing this you authorize your hospital to release and share information as requested by AHHH in order to meet the needs of your family. Additionally, you authorize AHHH to bill your hospital for lodging reimbursement during your stay.

AHHH is not responsible for personal belongings left in or on the property or in vehicles. You waive any and all rights to make a claim against AHHH in the event of damage, theft, or loss of property.

I agree to assume all responsibilities in participation of AHHH programming and release and hold harmless the Atlanta Hospital Hospitality House, Inc. and its Officers, Employees, Volunteers, and participants of risk or harm, whether caused by negligence of AHHH or persons acting on behalf or otherwise.

AHHH is not liable if injury occurs from use of toys, equipment, or property used on AHHH grounds or provided by the organization.

Although you are not required to participate in meals, you do agree that AHHH or any volunteer groups serving meals will not be liable for any illness that could occur due to your consumption of food prepared. It is the responsibility of guests to be conscious of any food allergies.

Throughout your stay, your family may be photographed or videotaped during your stay. By signing this you consent to those photographs, videos and quotes may be used for publication or broadcast, including social media to promote community awareness of AHHH. We will always ask permission before taking any photos.

Opt Out

You are encouraged to “like” or “follow” the AHHH Facebook and Instagram pages. AHHH staff and volunteers are strongly discouraged from connecting and communicating with families via social media platforms. You can connect with other families via social media but must not disclose confidential information or use the names, photos, or other identifying characteristics of other families without their consent.

By signing this, you understand and agree to abide by these guidelines and expectations listed above/explained at the time of registration. You agree to inform other family members and visitors of all guidelines and expectations. I consent to the above and understand that if I do not follow the guidelines and expectations I and/or my family maybe asked to leave.

Signature: _____ Date: _____

Signature: _____ Date: _____

For Office Use Only: Staff Initials _____ Date of Check In _____