



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 for the patient.
- **Due to limited space, only 1 vehicle is allowed per patient family.** You should only park in designated areas. *A parking pass must be displayed at all times while staying at the House. You can park on the street when available*
- **Please inform staff of any changes of guests throughout your stay.** *It is very important that we know who is staying at the House at all times. Please do not bring additional guests and visitors into the House.*
- **All new guests and visitors must check in with staff.**
- **NO pets or animals are allowed at the House or on the property.** AHHH staff have the right to limit the number of people staying in each room due to bed occupancy.

Creating a Healthy, Safe and Caring Community

- **Report any suspicious activity or concerns immediately to Guest Services Staff by calling 404-377-6333**
- **In cases of an emergency, crime, or dangerous situation please call 911.**
- **Do not leave valuables in your vehicles.** *AHHH is not responsible for any theft or losses incurred by guests during their stay.*
- **Security cameras are in place and usage at all entrances and high traffic public areas of the house.**
- **For the safety of all, you are not allowed to enter the room of another guest**
- **All entrances to the House are locked and secured.** *Please make sure that the door shuts securely behind you and do not allow other people into the House.*
- **No foul language, discriminatory, unsafe, disruptive, abusive, suggestive, or illegal actions or behavior will be tolerated toward other guests, staff, or volunteers.**
- **Alcohol or drug usage is NOT allowed on the property.**

- **Firearms or weapons are NOT allowed on the property.**
- **NO SMOKING is allowed on AHHH property, including inside personal vehicles parked on the property.** *This includes vaping or the use of e-cigarettes*
- **Quiet hours are from 9:00 p.m. to 9:00 a.m.** *This includes public areas, kitchens, outdoor areas and guest rooms. "Quiet" means keeping your voice low, turning down TV, and not slamming doors.*
- **Children under 18 years old must be supervised by a responsible adult at all times.**
- **Dress appropriately upon exiting your room.** *Shirts, pants, shoes and appropriate attire are required in community areas.*

Room Usage

- **Families are expected to keep their room clean and in good condition.** *Please clean up your space daily by making your bed before you leave, removing personal items in shared bathrooms, and discarding your trash.*
- **Staff will conduct room checks to address maintenance and cleaning issues.** *If staff determines that your room is left in an unsatisfactory condition, you will be responsible for any charges accrued.*
- **Check out is no later than 12:00pm. Extensions of your check out date or time should be arranged with a staff member at least 24 hours in advance.** *Guests who check out late could be required to pay for the room for the additional day. Unless there is a medical emergency.*
- **No food and drink (except water) are allowed in the guest rooms of the main house.** *Families are encouraged to use the kitchen area of the house.*

Payment of Room Fees

- **Guests are expected to pay the Room Fee(s) for your stay at the time of check in.** *If you need to make payment arrangements, please talk to a staff member. Failure to make timely payments can result in you being asked to leave.*
- **Discounts are available and will be applied.** *One discount given per stay.*
- **Hardship Financial Assistance is available to those who qualify and referred by social workers.**
- *Due to unpredictability nature of medical treatment, AHHH will work with you to refund or credit any unused Rooms Fees*

Our Facilities

- **You are expected to clean up after yourself and your guest(s) using any area of the House and property.**
- **Community kitchen is available every day until 5:00pm.**
- **When using the kitchen, families are expected to clean up after themselves.** *Please rinse the dishes before placing them in the dishwasher.*
- **Due to fire concerns, there should be no cooking in any area of the house between 9pm-9am.**
- **If you have special dietary restrictions, please talk to a staff member.**
- **Wi-Fi is available throughout the House.** *Please log in using the information provided at check in.*

- **Laundry** is available 9am-9pm and located on the 2nd floor. *All laundry soap and dryer sheets are provided. Please see a staff member for assistance.*
- Please deposit all trash in the bins located on the outside of the House.
- Outdoor Patio area available from 9am-9pm. *Please be respectful of our neighbors and keep noise to a minimum.*

Food and Beverage

- Food and drink should only be consumed in shared community spaces.
- Please keep all food in securely secured containers to avoid any unwanted pests.
- Guests can use the kitchen for storing personal food items. *Each family will be assigned a cupboard/cubby at the time of check in. If you need additional space, please see a staff member. Remember to label all your items.*
- Guests should not consume the food of others.
- Breakfast is continental and self-service.
- Dinner is provided every night at 6 pm. *Please sign up in advance or let a staff member know whether or not you would like to have dinner.*

Fire Safety

- A fire extinguisher is located in in the main kitchen underneath the sink.
- There is a fire extinguisher located in each guest room.
- In cases of a fire, please call 911 and exit the House immediately.
- Please review the fire safety information posted on the back of every room door.

Health and Wellness

- During your stay at the House, if you have acquired or become exposed to or are showing symptoms of any other infectious diseases, cold, or flu or COVID-19, please inform a staff member immediately.
- AHHH does not require proof of vaccination for COVID-19 to stay at the House, however we ask that all guest(s), volunteer(s), and employee(s) follow **CDC Recommended Guidelines** to control the spread of COVID-19 while staying at the House and interacting with others. *This includes wearing a mask outside of your room, washing your hands, disinfecting surfaces, covering your mouth and nose and conducting regular symptom checks. A detailed COVID prevention policy and symptom check will be reviewed with you at the time of checking in at the House.*
- If you become concerned about a guest, volunteer, or employee not following the above Guidelines, please contact a staff member.
- All guests are asked to follow all Health and Wellness Policies and Procedures.

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Agree and Consent to the Following:

AHHH requires a referral from a medical provider to be able to stay at the house. I agree to provide contact information for hospital or medical staff at the time of checking in, if a referral has not been received. I agree to cooperate and work with AHHH staff to receive and provide a referral from medical/hospital staff.

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 (if available) during your stay.

AHHH is a community living environment therefore any guest(s) with a conviction or history of child abuse, violence, or sexual violence are not permitted in the House. AHHH retains the right to turn away a guest(s) for convictions disclosed and/reported at the time of reservation, referral, or during the stay. I agree that I nor any of my guests have a conviction or history of child abuse, violence, or sexual violence. I agree that I will notify AHHH of any conviction or pending conviction or awareness of such crime and comply with all requests for background checks. AHHH retains the right to run a background check on any guest. Failure to comply with a background check could lead to a guest not being allowed to 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. You agree to have any image of yourself, your property or guest(s) that is captured on security cameras shared with law enforcement in cases of an incident to aid in the investigation.

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.

A valid photo ID is required from all guests that will be staying over the age of 18. I agree to provide a photo ID at the time of checking in and to provide a complete list of guest(s) that will be staying at the House. Failure to provide a complete list of guest(s) can result in you being asked to leave.

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.

To Opt Out Please Initial Here _____

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 the Guidelines and Expectations listed and/or explained at the time of check in.

You agree to inform other guests of all guidelines and expectations.

I consent to the above and understand that if I or my guest(s) do not follow the guidelines and expectations I and/or my family may be asked to leave.

#1 Guest Name _____

Signature _____ Date _____

#2 Guest Name _____

Signature _____ Date _____

#3 Guest Name _____

Signature _____ Date _____

#4 Guest Name _____

Signature _____ Date _____

#5 Guest Name _____

Signature _____ Date _____

Staff/Volunteer Signature: _____ Date _____

For Office Use Only:
Date of Check In

IDs Provided

Social Work Referral Rec'd