

POLICY AND PROCEDURE	
Policy Title: Guest and Registered Caregiver Visits	Program: Project Homekey, Live Oak Apartments
Approved by Name and Title: Megan Van Sant, Sr. Program Manager	Effective Date: February 1, 2023 Updated: December 15, 2023

Purpose

The mission of Live Oak Apartments is to provide safe and permanent housing for households experiencing homelessness or who are at-risk of homelessness. This project strives to provide a runway to re-stabilization and independence through strong support services tailored to the needs of each resident in the household.

Overview

The Code of Conduct, Program Lease, and Lease Agreement establish the resident's responsibility for guest behavior. This policy provides additional guidance for visiting hours, overnight stay, and caregiver exceptions.

Guest Sign-in Upon Arrival

As stated in the Code of Conduct, all guests must pass through the front lobby, and sign in and out. During the visit, entrance or exit through any other access door is expressly prohibited.

Residents must meet guests in the lobby and escort the guest to their home. Allowing guests to proceed to a resident's home without the resident present is expressly prohibited.

Guests may not be left unattended anywhere on the property.

Violation of this policy by any resident or guest will result in a violation as outlined in the Code of Conduct.

Guest Sign-out Upon Departure

Guests must be escorted by the resident to the lobby and signed out upon departure.

Guest Overnight Visits

An overnight guest is defined as a guest who spends more than 4 hours during the quiet period from 10 pm to 8 am.

Overnight guests require preapproval by the resident site manager to stay overnight. Resident must request preapproval using the Overnight Guest Request form.

As stated in the Code of Conduct, a guest may stay overnight for no more than 10 nights in a six-month period.

Due to the occupancy restrictions of the building, no more than two (2) overnight guests are allowed in a single room at one time. No more than three (3) people may stay overnight in any room.

Caregiver Definition

A Caregiver is a person who provides a resident with housecleaning support, runs personal errands, provides childcare or transportation; or is a behavioral health worker, VA worker, family member or friend who helps with regular care.

A Caregiver provides support services during regular business hours, which are generally 8 am to 6 pm Monday through Friday.

A Caregiver is not a friend or family member who is just visiting or spending time with a resident.

Registered Caregiver Requirements

A Caregiver is considered registered when the completed and submitted Caregiver Registration form is turned in to the office, and the Caregiver signs the Code of Conduct.

If a Caregiver is providing services outside of regular business hours, a supplemental After-hours Caregiver Information form, which includes a justification and a description of work, must be included with the Caregiver Registration form.

Registered Caregiver Exceptions

Only Registered Caregivers are allowed to sign in and proceed directly to the resident's door, and to sign out and depart without a resident escort.

No other exceptions to this policy are authorized.

Misuse of the Caregiver Designation

Misuse of the Caregiver designation for a friend or family member will result in revocation of the Caregiver registration status and, depending upon the situation, may lead to revocation of the friend or family member's visitation privileges.

If a friend or family member who also acts as a Caregiver is on-site for visiting purposes only, they are considered a Guest and must follow all Guest policies, including the requirements to sign-in upon arrival and sign-out upon departure, to be escorted to and from the resident's home, and to never be left unattended anywhere on the property.

Attachments

Caregiver Frequently Asked Questions

Overnight Guest Request form

Caregiver Registration form

Caregiver Code of Conduct

Caregiver After-hours Justification form