

## LOW INCOME HOUSING INSTITUTE

### Code of Conduct Enhanced Emergency Services and Shelter Program

The Low Income Housing Institute (LIHI) asks that all Program participants follow the Code of Conduct to ensure a safe, respectful, and harmonious community. Adherence to these guidelines is a requirement for continued participation in the program. These rules help maintain a supportive environment for everyone and outline expectations for behavior, safety, and program compliance.

### VIOLENCE/THREATENING BEHAVIORS

1. **Acts of violence, disruptive behavior, or any conduct that threatens the safety, well-being, or peace of the community are strictly prohibited.** Please resolve any conflict in a peaceful manner or contact LIHI Staff for support.
2. **Profane, racist, or discriminatory language is strictly prohibited.**
3. **Physical assault, verbal abuse, threats, intimidation, or retaliation will not be tolerated.**
4. **Possession of weapons of any kind**, including fake or replica weapons that resemble real weapons or other dangerous items, **is not allowed and may result in a program exit.**

### DRUGS AND ALCOHOL

1. **Alcohol, illegal drugs, and marijuana are prohibited in all public areas** of the shelter and surrounding neighborhood.
2. **Open containers of alcohol are not permitted in public areas.** Possession of an open container will be treated as evidence of public consumption.

### GENERAL

1. **All participants must comply with all Shelter, Property, City, and State regulations and policies** which include but are not limited to the Pet Policy, Parking Policy, Public Health Codes, Fire Codes, and other rules and regulations posted in the Shelter.
2. **Program enrollment is limited to 90 days**, unless extenuating circumstances exist. At its discretion, LIHI may authorize extensions not to exceed two years, provided housing barriers persist and the participant remains actively engaged in case management.
3. **Visitors and guests are prohibited.** Allowing unauthorized individuals onto the property may result in program exit.
4. **Respect others' peace and comfort. Quiet hours are between 10:00 PM and 8:00 AM.** Loud voices, music, or electronic devices are not permitted during these hours. If noise disturbs others, it is too loud and must be lowered.
5. Participants are accountable for the actions of all their household members, unauthorized guests, and pets. Allowing an unauthorized guest onto the property means you assume full responsibility for their actions.
6. **Case management sessions and community meetings are mandatory.** Notify staff at least 24 hours in advance if unable to attend.
7. **Theft or any other criminal activity is strictly prohibited.** Participants are responsible for securing their assigned shelter unit and personal belongings. LIHI is not liable for lost or stolen property, whether from individual units or common areas.

8. Common area items must not be removed, altered, or tampered with. Violating this rule may lead to an immediate program exit.
9. **Your assigned shelter unit must serve as your primary dwelling while enrolled in the program.** Using it for storage while residing elsewhere is not permitted and will result in permanent program exit.
10. **Daily sign-in at the security office is mandatory.** Failure to sign in for three consecutive days will be considered abandonment of your shelter unit, resulting in its clearance and immediate program exit. LIHI may, at its discretion, temporarily store your belongings for retrieval within a reasonable timeframe.

## HEALTH & SAFETY

1. Each shelter unit is equipped with smoke and carbon monoxide alarms for your safety. Tampering with, disabling, or removing these alarms is strictly prohibited and may result in an immediate program exit.
2. **Open flames of any kind, including candles and incense, are strictly prohibited** inside shelter units to prevent fire hazards.
3. **Smoking is only permitted in designated smoking areas.** Smoking inside shelter units is strictly prohibited.
4. The use or storage of microwaves, hot plates and other cooking appliances, propane tanks, combustible materials, unauthorized heaters, or any unapproved appliances inside shelter units is strictly prohibited due to fire and safety risks.
5. **Excessive power usage is prohibited.** Only essential personal electronics (such as a phone, laptop, or alarm clock) may be plugged in. LIHI reserves the right to inspect and remove any items that violate power usage rules.
6. **LIHI may enter your shelter unit at any time for safety checks or assistance.** Weekly inspections will typically include 48 hours' notice, though LIHI reserves the right to enter at any time.
7. All participants must comply with current Shelter, Property, City, and State COVID-19 regulations and policies. Updated policies are posted in the security office and must be reviewed regularly. Failure to comply may result in disciplinary action.
8. Modifying, altering, or tampering with any fixtures, wiring, locks, or structural components of your assigned shelter unit is strictly prohibited.
9. Participants are not permitted to build, attach, or construct any additions to their assigned shelter unit or anywhere within the property limits.
10. **The use, charging, or storage of motorized and electric vehicles**—including but not limited to eBikes, scooters, and similar devices—**is strictly prohibited anywhere on the premises** due to safety concerns.
11. **All personal belongings must fit within a maximum of three (3) 30-gallon storage containers.** Any items that do not fit within this limit must not be brought into the unit. If a participant has excess belongings during intake, LIHI will store them for a maximum of 48 hours as a one-time courtesy. Any exception requests must be submitted in writing to management for approval. If the request is denied or the belongings are not removed within the storage period, LIHI will properly dispose of the items.

12. Participants must keep their living spaces free of clutter at all times to ensure safety, prevent overcrowding, and maintain a clean environment. Doors must be able to swing open fully without obstruction, and windows and pathways must remain clear to allow for safe and unobstructed emergency access.

## **CLEANLINESS**

1. Personal belongings and furnishings must be stored inside your assigned shelter unit. Storing items on decks, porches, or other public areas is prohibited. Any items left outside your assigned unit will be considered abandoned and discarded.
2. Participants must maintain a clean and sanitary living space at all times to ensure a safe and healthy environment and to remain in compliance with Public Health requirements.
3. Doors, windows, lobbies, and entrances must remain unobstructed at all times to allow for safe access and emergency egress.
4. **Food is only permitted in shelter units if stored in air-sealed containers** and properly disposed of after use to prevent pests and maintain cleanliness.
5. All food stored in the communal refrigerator must be labeled and stored in designated spaces.
6. Participants are responsible for cleaning and properly storing any shared items they use in common areas. This includes but is not limited to grills, pots, pans, utensils, and communal furniture.
7. Participants are limited to one operational bicycle, which must be stored in the designated bike area. Bicycle parts and non-operational bicycles are strictly prohibited and will be removed from the premises.
8. **All waste must be disposed of in designated bins** to prevent pest infestations and maintain sanitation. Overflowing trash containers or leaving garbage outside designated areas is strictly prohibited.
9. **Participants must use designated restrooms only.** Participants must be mindful of others when using shared restrooms. Bathroom use should be limited to no more than 10 minutes to ensure availability for all participants. Extended or excessive use that disrupts access for others is not permitted. Restrooms must be kept clean after use, and personal belongings should not be stored in shared bathroom spaces. If additional restroom access or resources are needed, please consult your Case Manager.
10. Participants are responsible for preventing damage to their assigned shelter unit and common areas, including any damage caused by unauthorized guests.
11. Participants must promptly report any necessary repairs or pest infestations to LIHI Staff to ensure timely resolution and maintain safe living conditions.

## **CASE MANAGEMENT**

1. **Case management participation is mandatory** to remain in compliance with program expectations. Participants must meet with their Case Manager at least three (3) times per month at a minimum.
2. The Case Manager will conduct an interview to enter demographic information into the Homeless Management Information System (HMIS) with the participant's informed consent. Within one day of intake into the Village, new participants are required to check in with their

Case Manager and complete the Supportive Services Paperwork. HMIS data collection is a mandatory requirement of our public funders.

3. **Participants must accept all viable housing opportunities** that align with their needs and eligibility criteria. Refusal of a housing opportunity is a serious violation of the Code of Conduct and will result in a program exit unless a written request to decline is submitted to LIHI Management for review. The request must detail the specific reasons for the refusal, and LIHI Management will determine if an exception is warranted on a case-by-case basis. Refusals without valid justification will not be permitted.
4. Participants are required to meet and comply with all case management requirements to become "Housing Ready". This includes, but is not limited to, obtaining all necessary documents such as valid identification (ID), Social Security card, income, and any other documents needed for housing applications. Participants must also work to resolve outstanding housing barriers, including legal issues, rental debts, or other factors preventing stable housing placement. Failure to actively participate in case management or to make progress toward housing readiness may result in a program exit.

## OTHER

1. **Pets are only allowed if they were declared and approved at the time of intake.** Participants cannot bring in a new pet at any time while enrolled in the program. Unauthorized animals will not be permitted to stay on the premises and must be removed immediately.
2. **All animals must be on a leash at all times** when outside of the assigned shelter unit or while being walked. Owners are fully responsible for picking up and properly disposing of their pet's waste. Proof of up-to-date vaccinations must be provided within 30 days of enrollment to maintain compliance with program policies. Failure to do so may result in the removal of the pet from the property. Please refer to the Pet Policy for additional requirements.
3. **Feeding stray animals is strictly prohibited.** Doing so will be considered harboring an unauthorized pet.
4. No loitering, trespassing, or disturbing neighbors. Participants must respect the property and surrounding community.
5. **Only one personal vehicle per participant may be parked at or near the shelter** or within the surrounding neighborhood. Unauthorized or abandoned vehicles will be subject to towing at the owner's expense. Additionally, no motorized vehicles (such as mopeds, eBikes, scooters, or ATVs) are allowed inside the shelter property. Please refer to the Parking Policy for further details.
6. **Program participants are not allowed to receive mail at the shelter location.** Participants must arrange for mail services through an approved external mailing address. Please refer to the Mail Policy for further information.
7. All participants must enter and exit through the main entrance and sign in daily at the security office.
8. **Participants must be dressed appropriately while in all common areas.** Clothing must be clean, non-offensive, and suitable for a communal living environment.
9. Participants may be reassigned to a different shelter unit at any time for any reason. Assignments are based on program needs, compliance, and case management assessments.

10. **Shelter unit assignments are contingent upon continued active participation in the program.** LIHI reserves the right to exit any participant from the program and revoke their assigned shelter unit at any time, for any reason, including but not limited to non-compliance, violations of the Code of Conduct, or lack of engagement in required case management services.

**Failure to follow these rules may result in disciplinary action, including program termination. LIHI reserves the right to remove participants at any time.**