



Program Participant Policies and Expectations

We all serve a role in ensuring our program community is safe and conducive to creating pathways towards stability. The following policies and expectations are essential to our ability to provide a safe environment for all.

Program Policies:

Violation of Program Participant Policies can lead to an immediate exit from the Catalyst program.

Program Expectations:

Violation of Program Participant Expectations will result in accountability actions, up to and including exit from Catalyst program.

Participant Policies

Program Participation

1. Participants are required to participate in the following services to support permanent housing search and program safety:
 - a. Regular meetings with a Care Coordinator
 - b. Attendance at required floor and program meetings
2. Participants are required to comply with all mandatory (per court order, state agency, or other requiring body) services and activities; this includes civil and criminal orders.
3. Participants are required to follow all program policies and expectations to ensure the safety of the program community.
4. Participants should act with good judgement and decision-making in the interest of creating a supportive community for all.

Participant Initials: _____

Good Neighbor Agreement

1. Participants shall be considerate of our neighborhood and make an effort to be polite and respectful, show common courtesy and always watch noise levels.
2. Every effort should be made to limit disruptions to our surrounding neighborhood.

3. All neighborhood concerns will be addressed in a timely manner, and participant behaviors in our surrounding neighborhood may limit a participant's ability to continue in the program.

Participant Initials: _____

Mood Altering Substances

1. The use of illegal drugs, marijuana and alcohol, and legal drugs which are not prescribed to the participant is NOT permitted on the Catalyst campus.
2. Drug or alcohol paraphernalia is NOT permitted on the Catalyst campus.
3. Being present while others at Catalyst are using unpermitted substances, even if not personally participating, is not permitted at any time on the Catalyst campus.

Participant Initials: _____

Tobacco Products

1. Smoking and vaping are only allowed in the designated area (enclosed space on south side of building, accessed by door in the 1st floor elevator lobby).
 - a. All cigarette butts and/or other garbage must be disposed in provided receptacles
 - b. No smoking or vaping is allowed within 25 feet of any building entrance
2. In addition, smoking is expressly prohibited in the following places:
 - a. Inside the Catalyst building
 - b. Within 25 feet of the Catalyst property fence line

Participant Initials: _____

Prescription and Over-the-Counter Medications

1. Catalyst participants must always keep all prescriptions and approved OTC medications locked in the provided box.
2. Catalyst participants utilizing medication-assisted treatments (MAT) are responsible for appropriately dosing and taking MAT as prescribed.
3. Catalyst participants are responsible for taking all prescriptions or OTC medications in accordance with labeling and doctors' recommendations.

Participant Initials: _____

Safety Standards

1. Firearms, street weapons, knives, explosives, or any item with the intent to harm, threaten, or intimidate other participants, staff or self are not permitted.
 - a. At time of move-in and return from any off-site visit, participant belongings will be searched by staff. Any prohibited item will be disposed of following CCEW policy and procedure.
2. In the event a fire alarm is activated, participants are expected to evacuate the building immediately and meet in the designated area in the parking lot.
 - a. See Fire Evacuation Procedure
 - b. Participants may NOT remove or disable smoke alarms, carbon monoxide alarms or fire suppression devices
3. In the event of a lockdown, participants must remain in personal rooms until staff notify them, they can move freely in the building.
 - a. See Lockdown Procedure
 - b. Participants may NOT remove or disable door or window alarms
4. Participants are not allowed to create or disperse (for charge or for free) photos, videos, or clips of soft or hard pornographic material while on program property.
5. Attempts at accessing staff offices or other restricted areas of the facility without permission or accompanying staff are not permitted.

Participant Initials: _____

Behavior

1. The following behavior by any participant is not tolerated:
 - a. Threats (verbal or physical) aimed at any staff, participant, volunteer, or guest
 - b. Discriminatory language aimed at any staff, participant, volunteer, or guest
 - c. Sexual harassment (verbal or physical) of any staff, participant, volunteer, or guest
 - d. The theft of any item belonging to any staff, participant, volunteer, guest, or the program
 - e. Buying, trading, bartering, or otherwise exchanging items, cash, or possessions for state or federal public benefits such as food benefits (EBT), bus passes, etc.
 - f. Any other behavior which jeopardizes the safety of any staff, participant, volunteer, or guest

Participant Initials: _____

Vehicle Ownership

1. Any Catalyst participant intending to bring a vehicle to the campus parking lot must provide the following documentation before the vehicle may be parked on campus:
 - a. Vehicle registration
2. Any Catalyst participant intending to drive a personally owned vehicle must provide the following documentation before the vehicle may be driven off campus:

- a. Valid driver's license
 - b. Proof of insurance
 - c. Proof of current vehicle tabs
3. No recreation vehicles, campers, trailers, or other types of housing-capable vehicles will be allowed to park on the campus.

Participant Initials: _____

Program Policy Violations

- 1. Any staff member may issue notice of program violations to a participant. These notices are issued when a participant does not comply with program policies or expectations.
- 2. When a notice of violation is received, the participant must see their care coordinator on the next business day.
- 3. The outcome of the violation depends on the severity and frequency of the violation up to and including immediate termination from the program.

Participant Initials: _____

Program Expectations

Communal Living Spaces

- 1. Participants are responsible for collectively maintaining communal living areas by:
 - a. Cleaning up after using communal living areas
 - b. Completing all assigned chores daily
 - c. Notifying staff if something is broken, damaged, or missing
- 2. Participants can choose to participate in scheduled meal services three times per day.
 - a. Participants are eligible for one meal per meal service.
 - b. Participants must appropriately dispose of garbage, return utensils, and wipe down their used eating area after each meal.
 - c. If participants miss a meal, they may access additional meal options located in the lobby.
- 3. Participants will practice good hygiene habits including regular bathing, oral care, and food safety practices.
- 4. Participants will always dress appropriately in communal living spaces.
- 5. Video conferencing, facetime, skype, other video based, or social media-based telecommunications shall be done in a way that does not record other participants and is not conducted in communal living areas.

Participant Initials: _____

Assigned Rooms

1. Participants are not permitted to:
 - a. Remove or disable televisions, mini-refrigerators, microwaves, or the provided appliances.
 - b. Use any means of cooking/food preparation devices or appliances other than those provided.
 - c. Use any electronic personal care item that does not have an auto-off feature
2. Participants are expected to keep the assigned room clean.
 - a. Clean is defined as (though not limited to): no open food items, clear and wiped down countertops, sink free of debris, clean shower/toilets, clean floor space, clean bathroom, etc.
3. No candles, smoke-producing items, or fire-starting devices larger than a lighter are permitted in personal rooms at any time.
4. Doors to balconies must always remain locked, except in emergencies.
5. Participants are expected to treat furniture, appliances and facilities provided with respect. Walls must be free of paint, holes, and other damage. Items provided should not be moved from the assigned room. Intentional damage will not be tolerated.
6. Unintentional damage or maintenance needed to room or items within should be reported to staff immediately.
7. Staff will conduct minimum weekly inspections of assigned rooms. Participant will allow for immediate inspection upon request.
8. Participants may have one other participant in their room except during quiet hours, when each participant is expected to be in their own assigned room.
 - a. Anytime a participant is a guest in a room not assigned to them the door must remain open.

Participant Initials: _____

Bed Bug Prevention

1. Upon intake, you will bag all your belongings that have the potential to hold bed bugs for heat treatment.
2. Each mattress will have a bed bug protector that should not ever be removed.
3. Each room will be sprayed with preventative spray to deter bed bugs before a new participant moves in.
4. Weekly room checks will include examining beds to ensure bed bug covers remain in place.

5. Regular inspections for bed bugs by a contracted 3rd party will occur in all rooms.

Participant Initials: _____

Laundry Services

1. Participants will have an assigned laundry day and pick up time.
2. On the assigned day, all participants must provide staff with their personal laundry in provided bags for washing and drying.
 - a. Please check all garment/jacket pockets BEFORE placing items in laundry bags. Catalyst is not responsible for damage caused to personal laundry.
3. On the assigned day linens will also be collected separate from personal belongings (bed bug covers are not required to be laundered). Clean linens will be provided to participants at the time of pickup.
4. Bagged laundry will be washed, dried, and returned to the participant for use by the end of day.
5. Participants must always use the bedding provided on their bed.

Participant Initials: _____

Curfew and Quiet Hours

1. Participants must be checked in to the building by 8:00 p.m. daily.
 - a. Any exceptions must be pre-approved by program staff at least 24-hours in advance
2. Participants must be in their assigned room during quiet hours 10:00pm-7:00am daily.
 - a. Any exceptions must be pre-approved by program staff at least 24-hours in advance
3. Participants who have not checked in for three consecutive days and have not otherwise made approved arrangements with program staff, will be considered to have abandoned participation in the program.
 - a. Their personal belongings will be cleared and stored for 30 days, and then disposed of in accordance with policy.

Participant Initials: _____

Off Campus Guidelines

1. Participants must notify program staff anytime they are leaving the campus and sign in and out at the lobby desk.
2. Any items or bags being brought on to campus after an off-site visit will be inspected by

- staff for safety and will be heat treated as necessary to prevent bed bugs.
- a. Prohibited items will be removed and disposed of following CCEW policies and procedures.
 3. Participants may be subject to search upon return to campus.

Participant Initials: _____

Visitors

A visitor is defined as anyone that is not a participant, staff member, or volunteer for the Catalyst.

1. At this time, no visitors will be permitted on the Catalyst campus.

Participant Initials: _____

Transportation

1. Participants will have access to transportation for program sponsored events. To access transportation participants must sign up through program staff.
2. Participants are responsible for their own transportation for personal needs.
3. Participants will have access to bus ticket support for approved destinations and can make requests for support from their service team.
4. Additional limited transportation services may be available for the following scheduled appointments.
 - a. Requests must be made at least 24 hours in advance: court dates and hearings, mental health services, behavioral health services, medical services, job interviews or other employment-based services and/or educational services.
 - b. Requests must be approved by staff and will be subject to the capacity of the program to provide assistance. Transportation for these requests is not guaranteed.

Participant Initials: _____

Communication with Staff

The Catalyst team provides numerous ways for participants to communicate with staff.

1. **In case of an emergency, contact on-site NST, and 911 will be called if needed.**
2. If you need assistance with urgent, non-emergent issues, please contact the 24/7 Community Support Staff line.
3. If in need of non-urgent support, please seek out program staff on shift.
4. Participants shall at no time be given or use the personal phone numbers of staff.
5. At no time is it appropriate to provide gifts for staff. Thank you notes and other written messages of appreciation are allowed.

Participant Initials: _____

Program Expectation Violations

1. Any staff member may issue notice of program violations to a participant. These notices are issued when a participant does not comply with program policies or expectations.
2. When a notice of violation is received, the participant must see their care coordinator on the next business day.
3. The outcome of the violation depends on the severity and frequency of the violation up to and including immediate termination from the program.

As a new program, our program design and policies will be evolving. It is highly likely we will add to and revise this document during our time together. Any time policy or expectations change Catalyst participants will be notified of changes.

I have read and understand the above stated policies and expectations for participants in the Catalyst program. I agree to follow all policies and expectations set for the by Catalyst staff, and that these may be updated during my time at Catalyst.

I understand that failure to comply with these terms and conditions may result in my exit from the Catalyst program.

Participant Signature: _____ Date: _____

Witnessing Staff Signature: _____ Date: _____

Thank you for doing your part in ensuring we have a supportive, safe, and empowered community!