



# Uniform Shelter Program Rules for Families in EA Emergency Assistance Family Shelter

## What is EA Emergency Assistance Family Shelter?



**Enter shelter**



Follow Shelter Rules



Create a plan to find your new home



Follow the steps in your plan



**Successfully find new housing**

Welcome to the EA Emergency Assistance Family Shelter program. We're here to help you with the next part of your journey. Our program is for families who need help right away. It's a stepping stone to get your life stable again.

While you stay in shelter, you'll have some tasks and assignments to do. These will help you get back on your feet quickly. The shelter isn't a permanent home, but it's a place to keep you and your family safe as you search for your next place to live.

## What are these rules for?

When staying in a shelter, you must follow these rules. They apply to Bridge shelter track, including group shelters, scattered site shelters, and hotels. Rules that are different for hotels will be noted.

These rules keep you and others safe while in the shelter. They will help guide your family and explain how staff can help you during your stay.

You must follow these rules. If you do not, we may give your family a noncompliance. We may tell your family to leave shelter if you repeatedly break the rules. We may also tell your family to leave if you break the rules in a serious way. If we ask you to leave shelter, you will not be allowed back for twelve months. The period of twelve months begins on the last day you are in shelter or last day you received a shelter benefit.

## How do I read this document?

This is a document that you need to sign. It shows that you agree to follow the rules while in the shelter. Each section has a short summary of the rules to help you.

Each part also has key points to focus on. They help you know what to do or how staff can help. If you have questions about the rules while applying for shelter, talk to your homeless coordinator. If you're already in a shelter and need help, ask the shelter staff.



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## Introduction

### Summary

- There are two types of shelter- Bridge shelter and Rapid shelter. Bridge shelter is for families that have more complex needs and need more support to find permanent housing, and Rapid shelter is for families that can find permanent housing more quickly.
- The Uniform Shelter Program Rules apply to Bridge shelter sites.
- Some hotel sites and Rapid shelter sites may have rules that are different from the Uniform Shelter Program Rules. These rules are discussed in this document.
- One incident will count as one rule violation even if you broke more than one rule.
- If staff says you broke a rule, you will have the chance to respond.
- We will consider if you have good cause to break the rule or if your action was minor.

Shelters are to post copies of these Uniform Shelter Program Rules. These rules apply to Bridge shelter sites, including congregate and scattered site shelters as well as and hotel placements, except as noted.

Note that, unless otherwise indicated, all references to shelters and shelter staff in these Uniform Shelter Program Rules will apply to EOHLC staff or their designees in hotel placements. As used in these Uniform Shelter Program Rules, “hotel” refers to hotels and motels and “shelter,” if not more specifically defined, means congregate and scattered site shelters. All references to the Undersecretary shall be to the Undersecretary of Division of Housing Stabilization (DHS), a division within the Executive Office of Housing and Livable Communities.

A single incident that could be considered as an infraction of two or more of the Uniform Shelter Program Rules, or of one or more Uniform Shelter Program Rules and a rehousing plan violation under 760 CMR 67.06(5)(a)3. Or a threat to health and safety under 760 CMR 67.06(5)(a)3. Or 760 CMR 67.06(6)(a)1., will be counted as only one infraction.

If a single incident might qualify as both a Uniform Shelter Rule violation and a threat to health and safety under 760 CMR 67.06 (5)(a)5 or r 760 CMR 67.06 (6)(a)1., both violations should be checked on the Request for Noncompliance sent to EOHLC by the Bridge shelter or hotel. In such cases, EOHLC, shall take into account any *de minimis* or good cause defenses applicable to the Uniform Shelter Rule violation when it considers whether the incident constituted a threat to health and safety.

If a single incident might qualify as both a Uniform Shelter Rule violation and a rehousing plan violation under 760 CMR 67.06 (5)(a)3., both violations should be checked on the Request for Noncompliance sent to EOHLC by the Bridge shelter or hotel. In such cases, if the violation involves issues addressed in the Rule on EOHLC Requirements, such as attendance at scheduled meetings, the provisions of the Rule shall also apply to the alleged violation of the Regulation. If a single incident might qualify as both a Uniform Shelter Rule violation or a threat to health and safety under 760 CMR 67.06(5)(a)5. or 760 CMR 67.06(6)(a)1, both violations should be checked on the Noncompliance Notice sent to EOHLC by the shelter or hotel and EOHLC shall provide the participant an opportunity to respond prior to issuing a Notice of Noncompliance and shall take into account any good cause or *de minimis* defenses in any corresponding rule.

### Guiding Principles

- Humane and dignified treatment of families, including maintaining some degree of privacy
- Health and safety of guests, staff, and community
- Preservation of families' autonomy and promotion of independent living/self-sufficiency
- Successful shelter management and program administration

## 1. Access to Units/Searches

### Summary

- Staff can come into your unit to do inspections.
- Staff must give you 24 hours' notice before the visit, but may enter without notice for emergencies or if they have reason to think you:
  - Are committing a crime in your room
  - Are cooking in your room
  - Are smoking in your room; or
  - Have unapproved guests in your room; and
  - Other emergencies that may affect the health and safety of you or others.
- Staff must knock before coming into your unit for an inspection. Staff must give you the chance to open the door and speak to them before they can enter. If there is no response, shelter and hotel staff may still enter the unit for an inspection if 24-hour notice had been given.



- In a hotel:
  - You must allow housekeeping into your room to clean every day during the daytime
  - We will give you a three-hour window for when cleaning will happen
  - But you can refuse housekeeping for up to three days in a row if you are sick.

### **Full Rule About Access to Units/Searches**

Rooms and/or units in congregate shelters, scattered site shelters, and hotels may be checked for cleanliness and health or safety hazards with at least 24 hours' written notice or on a regular basis, provided that written notice of the regular inspection schedule is provided to EA Households at least 24 hours in advance of the first regular inspection and that any such regular inspections be scheduled for a time before 8:00 p.m. Notice of inspections shall include a period not greater than 3-hours during which any such inspection shall be conducted. In addition, staff has immediate 24 hour access without prior notice to all EA units, including but not limited to hotel rooms, (1) in cases of emergencies; and (2) for purposes of inspections by government agencies charged with enforcing building codes, sanitary codes, fire codes, or health codes. Emergencies shall include, but not be limited to, health emergencies and facility-related emergencies such as fires, water leaks, and insect infestations.

EA units, including hotel rooms, shall be made available upon 24 hours' written notice for routine maintenance within a 3-hour window of time included in the notice, or at any other time mutually agreed to. In hotels, rooms shall be made available every day for regular housekeeping by hotel housekeeping staff during prescheduled daytime hours within a 3-hour window of time provided in writing in advance to the EA participants staying at the hotel and available at the hotel front desk, or at any other time mutually agreed to, except in cases where arrangements have been made for an EA Household to clean its own room due to disability and, in such cases, the room shall be made available upon 24 hours' written notice for inspection for cleanliness. Refusal of room cleaning due to an illness is also permissible, but not for more than three consecutive days.

In addition, shelter staff, hotel staff, EOHLC employees, and employees of EOHLC contractors and other state agencies working with EOHLC shall have immediate access to all shelter units, including hotel rooms in which EA participants are placed, in all cases in which (1) they have a reasonable, articulable suspicion that a member of an EA household is currently committing a crime; is currently smoking, cooking with an unauthorized appliance, or entertaining unauthorized visitors; or is currently involved in conduct that constitutes a disturbance to the quiet enjoyment of the other EA participants or hotel guests or a threat to the health or safety of the participant, members of his/her household, other EA participants in the shelter or hotel, residents of the building in which a scattered site unit is located, or guests/staff of the shelter or hotel, EOHLC employees, or employees of EOHLC contractors and other state agencies working with EOHLC, and (2) the suspected conduct cannot be remediated by a visit to the unit involving only a knock on the door and a request to talk to those inside.

In all cases where access, including immediate access and regular hotel housekeeping, is warranted, shelter staff, hotel staff, EOHLC employees, and employees of EOHLC contractors or other state or local agencies working with EOHLC shall knock on the entry door, announce their intent to enter, and give the resident an



opportunity to open the door before entering. Except where immediate access is authorized by this rule, shelter staff, hotel staff, EOHLC employees, and employees of EOHLC contractors and other state agencies working with EOHLC shall have access to units only after 24-hours advance written notice of an intended visit within a 3-hour time frame.

Any doors within a hotel or shelter unit, including closet doors, may be opened during routine inspections and emergencies. Personal belongings in closets or drawers shall not be disturbed, except as permitted by this rule, and shall be left in an orderly state after any permitted inspection. Personal belongings in closets or drawers may be inspected, but only upon reasonable, articulable suspicion of the presence of criminal activity, substances prohibited by these rules, or the use of prohibited heating or cooking equipment. Evidence obtained without a written reason for the searching of drawers provided to a member of the EA Household before the search may not be introduced into evidence in a EOHLC noncompliance or termination hearing. If a search of drawers is to be made upon reasonable suspicion and an EA Household member is present, the written reason for the search will be provided to the Household member before the search. If no EA Household member is present during such a search, the written reason will be left in the room.

Except to the extent provided in this rule, shelter staff are not permitted to search personal belongings of EA households. Shelter staff, may, however, call the police at their discretion if they have a reasonable and articulable suspicion that a member of an EA Household or a visitor is engaged in criminal activity, has a weapon on the premises, or otherwise poses threat to the health or safety of shelter residents or staff. In the above circumstances, when shelter staff determines that an immediate threat to the health or safety of shelter residents or staff exists, or the destruction of evidence is imminent, the senior shelter staff person on the premises at the time may search the unit him/herself, if able to do so consistent with safety concerns, or may consent to the police conducting a search of any unit. Such senior shelter staff person may also consent to the search of a unit by police when such person has a reasonable suspicion that such a search will produce any item (1) that is likely to cause serious and immediate harm or to be used for criminal purposes (including, but not limited to, a firearm), and (2) which staff may not legally possess. In any circumstance outlined above, when shelter staff call the police, they may also restrict access to the unit by the EA Household until the police arrive and, after the arrival of the police, to the extent requested by police.

## 2. Babysitting/Child Care

### Summary

- These babysitting rules apply only when at your shelter. They do not apply to care your child receives elsewhere. You must get approval to have someone else watch your children at shelter. You must fill out a form to get this approval.
- You can ask staff for the form. Or the front desk if you are placed at a hotel.
- Approval must be requested at least two weekdays ahead of time.
- You must still make a request even if you cannot do so two days ahead of time.



- If you do not hear back from us within 2 days, your request is approved.
- You need approval even to have another shelter guest watch your child. You also need approval to have your older child watch your younger child.
- A child age 14 or over can babysit for him/herself and for his/her younger household members but only with advance approval or for good cause, such as an emergency. Your child must be watched in your unit or in the babysitter's unit. A babysitter can also take your child to appointments outside of shelter. Babysitting can be for a single day, multiple days, or on an on-going basis.
- The babysitter must follow all shelter rules. This includes curfew.

### **Full Rule on Babysitting/Child Care**

This rule applies only to on-site babysitting or child care at shelter. Offsite babysitting or child care is not covered by this rule, and is permitted so long as it is not inconsistent with an EA Household's rehousing plan.

Within two (2) days of initial placement, each EA Household will be provided with a copy of the form to request babysitting.

An adult or a child who is age 16 or over and, in a hotel, is also resident in the same hotel, is permitted with authorization or good cause as determined by 760 CMR 67.06(6)(a)5 to provide child care for children in another EA Household.

A child age 14 or over may care for himself/herself or a younger member of the same EA household with authorization or good cause as determined by 760 CMR 67.06(6)(a)5. If the babysitter (or child authorized to care for him/herself) is less than 16 years old, any babysitting or self-care must take place in the unit assigned to the EA Household or when the babysitter is accompanying younger siblings to and from an on-site pick-up/drop-off location to meet transportation to school, school-related activities, medical appointments, authorized visitation with family members, or other appointments relating to health, safety, or welfare. If a babysitter or a child caring for him- or herself is under the age of 18, an adult member of the household for the children being cared for or caring for him- or herself shall be (i) on the premises and within the sound of the child's voice or (ii) promptly reachable by the babysitter or the children by telephone and able to return promptly in case of emergency.

Approved arrangements may either be for a single occasion or for ongoing/long term arrangements. Babysitting overnight will not be allowed unless approved for the reasons that permit a late return to shelter after curfew or for good cause as determined by 760 CMR 67.06 (6) (a) 5.

In a shelter, the babysitter must be (i) approved by shelter staff and (ii) subject to the EOHLC Babysitting Guidelines, including a written babysitting agreement on a standard EOHLC form to be signed by the head of the EA Household, the babysitter, and shelter staff.

In hotels, families may complete the babysitting request form at the hotel front desk and the hotel will immediately fax the form to the appropriate designee of the Undersecretary (and provide verification to the EA

household of having done so) who shall approve babysitting/child care arrangements in the place of shelter staff. Information about who the Undersecretary's designee is and how to contact him/her shall be available to all participants at the front desk of each hotel. The Undersecretary's designee shall respond to the request of a participant placed in a hotel for approval of a babysitter within two business days of the request. If a response is not received within two business days or prior to the needed time for babysitting when the need arose in less than two business days prior to the time for the proposed babysitting, the proposed babysitting arrangement may proceed pending a response, but a request made with less than two business days' notice should include good reasons why the babysitting request was not made at least two days in advance and the request may be denied within two business days of the date of the request. Participants who proceed with babysitting without express advance approval do so with the understanding that the arrangement may not be approved. In considering babysitting requests, including in such cases of after the fact review, approval will not be denied without stated good reasons.

Participants in hotels must use a babysitter who is also an EA participant placed in the same hotel as the EA Household receiving the babysitting services. The Undersecretary's designee or shelter staff may deny permission for babysitting services for good reasons, taking into account the EA Household's needs, as determined by the Undersecretary's designee or shelter staff, including the health, safety, welfare, and appropriate supervision of the children, and history of disturbance to other EA Households. The decision of the Undersecretary's designee or shelter staff on this basis may be informed by past noncompliance with material rules. In any administrative appeal of a noncompliance or termination based on unauthorized babysitting or child care, EOHLC's failure to approve requested babysitting or child care can be reviewed for reasons stated in M.G.L. c. 30A, § 14 (7), including but not limited to, for abuse of discretion.

Except in cases of good cause, as determined in accordance with the good cause standards in 760 CMR 67.06(6)(a)5, babysitting is allowed only in accordance with this Rule and for the time approved. In determining whether good cause as determined in in 760 CMR 67.06(6)(a)5 exists, EOHLC will take into consideration all the circumstances including the age of the child(ren) and the length of time of unauthorized babysitting, the length of time that the babysitting exceeds the approved time period, and the extent to which the unauthorized babysitting threatens or adversely affects the health, safety, and welfare of the child(ren). Unless it is repetitive, a violation of this Rule that is *de minimis* (minor), as determined based on all the relevant circumstances, as to time, location, age of the child and risk to the child, will not be counted toward a noncompliance or termination.

An approved babysitter is required to comply with all the regulations of the program and the Uniform Shelter Program and EOHLC-established hotel rules during the time that he or she is caring for the child(ren). The babysitter is subject to EA discipline to the same extent that the child(ren)'s parent would be if he or she fails appropriately to supervise or provide for the health and safety of the child(ren).

Any babysitting arrangement shall comply with the Rule on Curfew, except as otherwise approved or for good cause under the good cause standards in 760 CMR 67.06 (6) (a) 5. Absent approved special circumstances described in the Rule on Curfew applicable when a child's parent is authorized to return after curfew, or good cause as described above, a babysitter shall not care for a child after curfew or before 6:00 a.m. Unless it is repetitive, a violation of this Rule that is *de minimis* (minor), as determined based on all the relevant circumstances, as to time, location, age of the child and risk to the child, will not be counted toward a noncompliance or termination. Approval for babysitting after curfew or before 6 a.m. should be specifically requested on the standard EOHLC form Babysitting Agreement indicating why post-curfew or pre-6 a.m. babysitting is necessary.



## 3. Care of Children

### Summary

- You must take good care of your children while in shelter.
- You must make sure your children are well fed, get enough sleep, and attend school.
- You can ask your caseworker for help to find food and school resources if needed.

### Full Rule on Care of Children

The adult members of an EA Household and any teenage parent(s) of a child in an EA Household are responsible for providing for the health, safety, and welfare of any child/children in the EA unit (e.g. compliance with school attendance, ensuring children are properly fed and rested). This responsibility is in no way diminished when an EA Household is off-site, e.g. on an approved overnight, or because the EA Household complies with other shelter rules, such as curfews. Unless it is repetitive, a violation of this Rule that is *de minimis* (minor), as determined based on all the relevant circumstances, as to time, location, age of the child and risk to the child, will not be counted toward a noncompliance or termination.

## 4. Child Left Unattended

### Summary



**Warning: You may not leave your children alone at any time. This means your children must be within your sight or hearing at all times.**

Please read Section 2: Babysitting/Childcare to learn who can watch your children, if not you.

- A child aged 16 or older may be alone in the common areas of the shelter. They must have prior approval under the babysitting rules to do so.
- A child 16 or older may also be alone if their parent is quickly reachable by phone or in person.

### Full Rule on Children Left Unattended

Children in the EA household shall not be left alone and unattended on shelter or hotel property, except if authorized to provide their own babysitting under the Rule on Babysitting, or visiting in common areas to the extent permitted by the Rule on Visitors/Guests, or justified by good cause as determined under the good cause standards in 760 CMR 67.06(6)(a)5. A child authorized to provide his or her own babysitting shall be covered



by the Rule on Babysitting/Childcare. In considering the good cause reasons raised by a participant for leaving a child unattended, EOHLC will take into consideration all the circumstances including the age of the child(ren) and the length of time that the child(ren) is (are) unattended. Unless a violation is repetitive, a *de minimis* (minor) violations of this Rule, as determined based on all the relevant circumstances, as to time, location, age of the child, and risk to the child, will not be counted toward a noncompliance or termination.

## 5. Curfew

### Summary

- You must return to your shelter or hotel by the set curfew time. You can be excused for missing curfew only for good reasons defined by the rules or law. Examples of good reasons are if you have a health emergency, you are working, or you do not have transportation to return to shelter.
- Shelters may require you to stay in your room after a certain time. Shelters may require you to stay in your room until 6:00 am the following morning.
- You can get the curfew times changed if you need it because of your work or school schedule. There may be other good reasons we can change your curfew times.
- If you need to change your curfew times, you must talk to shelter or hotel staff. You must follow the rules for “quiet time” that begins one hour before curfew.

### Full Rule on Curfew

The EA household shall comply with any curfew imposed by the shelter or hotel, in which case the curfew for arrival on premises shall not be earlier than 9:00pm on weekdays (Sunday – Thursday evenings) and 11:00pm weekends (Friday & Saturday evenings) and shall not be later than 11:00pm (Sunday – Thursday evenings) and 1:00am (Friday & Saturday evenings). Shelters are not required to alter their program or meal schedules due to curfews.

A shelter or hotel may impose a quiet time to commence not more than one hour before the curfew time. A shelter or hotel may impose an in-room curfew for EA household members to remain in their assigned rooms, to commence one hour after the curfew for arrival on premises. Exceptions to the in-room curfew shall be made for reasonable health, safety, and welfare needs, if the EA participant provides a good reason to shelter or hotel staff for attending to such needs after in-room curfew hours, which shall include late return from work or education.

In-room curfew shall end at not later than 6:00am.

Any curfews must be adjusted on a case-by-case basis for the EA Household's work or school schedule, for other rehousing plan obligations, and to accommodate disabilities or other good cause reasons as determined by 760 CMR 67.06(6)(a)5.

Special exceptions to curfew requirements may be permitted by shelter or hotel staff or by the Undersecretary's designee on a case-by-case basis, for good cause only, such as scheduled sports, school, church, medical appointments, and community activities or other similar good reasons.

A request for an adjustment to curfew may be made either to shelter staff or to the Undersecretary's designee, whose contact information shall be available at each shelter and hotel. If a request for adjustment of curfew is made two business days prior to the date for which the adjustment is needed, the request will be deemed approved unless expressly denied.

Compliance with curfew times does not relieve EA Household members of responsibility for fulfilling their shelter assignments and providing for the health, safety, and welfare of children in the EA Household.

Arriving late for curfew without prior authorization may be justified by good cause as determined under the good cause standards in 760 CMR 67.06(6)(a)5. In considering the good cause reasons raised by a participant for arriving late for curfew, EOHLC will take into consideration all the circumstances, including the amount of lateness, any self-reporting of the lateness as an indication of responsibility, and the actual or potential effect of the late return on the health, safety, and welfare of the child(ren). Unless it is repetitive, a violation of this Rule that is *de minimis* (minor), as determined based on all the relevant circumstances, as to time and location will not be counted toward a noncompliance or termination.

## 6. Damage to Property and Expenses

### Summary

- You must not damage shelter or hotel property.
- If you damage or remove shelter or hotel property, you may have to pay for the damage.
- You must also pay for costs not covered by the EA shelter program. This may include use of a hotel telephone or movie rentals. The shelter or hotel will give you a list of these costs when you move into the shelter.
  - You can make a reasonable plan with us to pay for any damage or costs. If you make all your payments on time, you will be treated as if you did not break this rule.
- We expect shelters will have reasonable wear and tear from you living there. We will not make you pay for reasonable wear caused by you living in the shelter.

## Full Rule on Damage to Property and Expenses

The EA Household members may not damage shelter or hotel property or take shelter or hotel property, other than property meant for consumption, without good cause as determined in accordance with 760 CMR 67.06 (6) (a) 5. Normal wear and tear shall not be considered damage. Unless the damage is caused intentionally, recklessly or repeatedly, an EA Household that is in compliance with a reasonable payment plan to reimburse the cost of replacement or repair within one year shall have its noncompliance held in abeyance until repayment is made in full, provided that all payments are made timely. If repayment in full is made timely in accordance with the repayment plan, the noncompliance shall be rescinded.

The EA Household must pay all costs for extra items available and not included in the standard benefits for the shelter or hotel. This may include phone calls from shelter or hotel lines or movie rentals. EA residents shall not be charged for phone calls or other costs at a hotel if a self-paying guest would not be charged for such services. The shelter or hotel will tell the EA Household in advance in writing what activities will incur charges. Hotels and shelters will allow an EA Household who does not have access to a cell phone to use an office or other designated phone without charge to make phone calls in an emergency or other compelling circumstance, such as contacting a rehousing worker or inquiring about permission for overnights or babysitting authorization.

Absent good cause as set forth in 760 CMR 67.06(6)(a) 5, the EA Household must pay for any shelter or hotel property missing from a unit because of the conduct of the EA Household or any damage done by any member of an EA Household or its guests beyond normal wear and tear. This may include extra cleaning expenses if a unit is left in a particularly dirty or unsanitary condition. Payments must be made within a reasonable time after the EA Household is notified of the bill for such costs, but any repayment plan must be reasonable taking into account the Household's available income and expenses and shall be incorporated into the rehousing plans of the adult members of the EA Household. Disputed charges and the reasonableness of any repayment plan are subject to appeal to the EOHLC Division of Hearings in the context of an administrative appeal of a noncompliance or termination for a rule violation. Unless it is repetitive, a violation of this Rule that is *de minimis* (minor), as determined based on all the relevant circumstances, as to time, location, or amount will not be counted toward a noncompliance or termination.

## 7. EOHLC Requirements Including Required Appointments

### Summary

- We will tell you what time to arrive at your shelter placement. You must arrive by the time we tell you. We can give you transportation to your shelter if you need it.
- You must attend all meetings you are asked to attend. Staff must give you their contact information. If you need to change an appointment, you must talk to staff about a new time to meet.
- You must comply with your rehousing plan.



## Full Rule on EOHLC Requirements Including Required Appointments

The EA Household shall comply with all applicable EOHLC requirements, including those listed in the rehousing plan (i.e. savings, housing search, job search), or, in the absence of a rehousing plan, the minimum requirements of a rehousing plan as listed in 760 CMR 67.06(4)(b) after oral and written notice to the adult members of the EA Household as to what those requirements are and how they should be met by the EA Household.

An EA Household is expected to attend all meetings scheduled by shelter staff, EOHLC staff, and EOHLC contractors providing social welfare services to EA participants. At least two business days' advance written notice should be provided to the EA Household unless such meeting is part of a series of regularly scheduled meetings covered by a single notice, in which case two business days' notice of the first meeting is sufficient. The written notice will provide a telephone and facsimile number where the person requesting the meeting can be contacted by the EA participant in case of emergency or other good cause reason. A participant who calls, texts or sends a facsimile requesting to reschedule at least two hours before the meeting, provided that the participant has been given the telephone number of the relevant case worker, shall not be found in violation of this Rule or in violation of the Regulation governing cooperation with rehousing plans. If the staff or provider who scheduled the meeting is more than 15 minutes late, the participant shall not be found in violation of this Rule or 760 CMR 67.06(5)(a)3 for not remaining.

An EA Household is expected to arrive at a reasonable hour at the shelter or hotel on the day that the EA Household is placed. If the EA Household agrees to be transported by EOHLC, the EA Household shall report when and where instructed to obtain transportation except for good cause reasons. If the EA Household requests to arrive at the placement by their own transportation, they shall arrive no later than 8 p.m. at a congregate shelter or hotel without authorization from the Undersecretary's designee, and they shall arrive not later than 5 p.m. at the shelter provider's offices for a scattered site unit if the placement is provided to them before 2:00 p.m., unless the shelter provider informs of a different time or place or for good cause reasons. If the EA Household does not arrive at the shelter or hotel timely without good cause or authorization, the room may be cancelled. Placement notices shall provide a working contact number at the shelter or hotel or at EOHLC that a Household can call to report the need for a later arrival time for good cause reasons.

EA Households placed in hotels are expected to call the hotel or report in person to the front desk at 1 p.m. each afternoon to find out whether the EA Household will be moved to a shelter or to leave a phone number at the hotel where the EA Household can be reached to be informed of any transfer.

Good cause for noncompliance with this Rule will be determined subject to the good cause standards in 760 CMR 67.06(6)(a)5. Unless it is repetitive, a violation of this Rule that is *de minimis* (minor), as determined based on all the relevant circumstances, as to time and location will not be counted toward a noncompliance or termination.



## 8. Disturbance of Quiet Enjoyment

### Summary

- You must not seriously disturb other people living in the building where you are staying.

### Full Rule on Disturbance of Quiet Enjoyment

The EA Household members shall not engage in unreasonable conduct that has the effect of seriously and materially disturbing the quiet enjoyment of other EA participants, other residents in scattered site apartment buildings, or other hotel guests without good cause as determined in accordance with 760 CMR 67.06 (6) (a) 5. Conduct that is considered unreasonable shall not include activities of daily living, such as laughing, crying, conversing, listening to television, radio, or music, talking on the telephone, children engaging in ordinary play activities, or doing laundry during reasonable hours (if posted), unless the conduct continues to be engaged in at an exceptional volume level after clear notice that such conduct is disturbing another EA Household, resident, or guest. A serious and material disturbance of quiet enjoyment shall not include annoyances that are inherent in a congregate living setting. The availability of play space at or near a placement shall be considered in determining whether a child's conduct will be treated as a disturbance of quiet enjoyment.

## 9. Drug Testing

### Summary

- The shelter must have a specific reason why they think you are using drugs.
- You must take a drug test if the shelter pays for the test and has done the above.

### Full Rule on Drug Testing

Drug testing, including urine screens and blood and breathalyzer tests, shall not be conducted at random or across the board; however, the EA Household shall comply with any staff request for drug testing made after staff has formed an individualized and reasonable suspicion that an EA household member is abusing controlled substances. Any such testing shall be performed at the expense of the shelter.



## 10. Fire Safety & Smoking

### Summary

- You must not smoke inside.
- You must only smoke in the designated smoking area outside the shelter or hotel.
- You must not use candles, incense, or cooking equipment inside your shelter room.
- You can ask for permission to use these things in your shelter room. Shelter staff must approve your request before you can use these things.
- Your shelter may provide a space and equipment for you to cook.

### Full Rule on Fire Safety & Smoking

Smoking is prohibited inside any shelter unit or building.

Removal of smoke or carbon monoxide detectors, or the batteries within them, is prohibited.

Shelters shall designate and inform residents of unenclosed outdoor area(s) where smoking is permitted. Unless it is repetitive, a violation of this Rule in regard to the designated smoking area that is *de minimis* (minor), as determined based on all the relevant circumstances, as to location, will not be counted toward a noncompliance or termination.

All EA Household members shall maintain their living areas free from fire hazards. Apart from smoking in designated outdoor areas, use of any flames or flammable materials, including but not limited to lighters, matches, candles, incense, firecrackers, gas or charcoal grills, is prohibited anywhere on shelter property, except with the expressed consent of shelter staff (e.g. candles for birthday parties, shelter-provided outdoor grills, lighting the stove when pilots go out.)

In shelters, hot plates and other cooking appliances are permitted only in kitchens or shelter-designated cooking areas with the permission of the shelter. In hotels, hot plates and other cooking appliances are prohibited unless supplied by the hotel. Hot plates and other cooking appliances that are found in a placement contrary to this Rule may be confiscated, but may be the basis of discipline only if there is evidence that the appliance has been used at the hotel.

## 11. Harassing or Threatening Language

### Summary

- You must not verbally harass or threaten anyone in shelter.



## Full Rule on Harassing of Threatening Language

No member of an EA Household may (1) verbally harass or (2) use threatening language towards other residents or guests, service providers, or EOHLC, hotel, or shelter staff. Good cause for violation of this Rule may be found to exist if a member of an EA household responded proportionately to unwarranted provocation by shelter or hotel staff.

## 12. Illegal Activity

### Summary

- You must not commit any crimes in or near the hotel or shelter.

### Full Rule on Illegal Activity

Any activity that is illegal under local, state, or federal law is prohibited on or in the immediate vicinity of shelter property.

## 13. Legal Issues

### Summary

- You must give us information about any court case you are involved in.
  - This includes restraining orders and arrest warrants. Your rehousing plan must include a way to address all legal issues when needed.
  - If EOHLC gives you notice that you have a default or arrest warrant, you must take care of it within 5 business days
  - If you don't, you will not be eligible to enter or stay in shelter

### Full Rule on Legal Issues

EOHLC regulations say that an individual is not eligible for EA if they have an outstanding default or arrest warrant issued against them by any court of the Commonwealth and the warrant has not been resolved within 5 business days after they are notified of the warrant by EOHLC.

Resolution of legal issues shall be incorporated into the rehousing plan. In support of this requirement, the EA Household shall provide the shelter staff and EOHLC staff with information regarding warrants, restraining



orders – for which the individual is either a plaintiff or defendant – and any other court orders or pending legal matters such as probation, child support obligations, or court appearances.

## 14. Overnights

### Summary

- Every member of your family must sleep at your shelter every night.
- To sleep away from the shelter, you must ask for permission from shelter or hotel staff.
- There is a form you must complete to make these requests. These forms are available at the shelter or hotel front desk.
- Your family can be out of the EA placement for up to four nights a month. You must get permission for each night away. You should ask for approval at least two weekdays in advance. If you do not hear back from us within 2 weekdays, your request is approved.
  - You must still ask for approval even if you cannot do so two weekdays in advance. You must explain why you could not ask sooner.
  - Late requests may not be approved before you want to take your overnight. If you take the overnight without getting approval first, you may get a noncompliance.
- If you break a rule, or do not follow your rehousing plan, we may deny you overnights.
- If you are gone for two or more nights in a row without approval, you must call or email the shelter. You must explain why you are gone.
- If you are gone for two or more nights in a row without contacting the shelter, you will be locked out.
- If your family needs to leave shelter for more than 5 or more nights, you must ask for a TESI. There is a form you must complete and staff can help you submit it.

### Full Rule on Overnights

Updated: 04/11/2025



EA Households are expected to stay at the homeless shelter or hotel every night unless an overnight is authorized or there is a good cause reason. EA Households may take a total of four authorized nights (overnights) out of a homeless shelter or hotel per month, as an entire household. Individual household members may also take overnights away from placement as detailed below.

In a congregate or scattered site shelter, an EA Household's request for an overnight away from homeless shelter, whether for the entire household or an individual household member, should be made to the homeless shelter staff. In a hotel, a request for an overnight by an EA Household or an individual household member should be made through the hotel staff to the Undersecretary's designee on a standard EOHLIC form. Hotel staff shall promptly forward such request to the designee and provide confirmation of having done so to the EA household. Information about who is the Undersecretary's designee and how to reach him/her shall be available to participants at the front desk of each hotel. An EA Household in a hotel that takes no more than 4 overnights per month after having requested authorization at least two business days in advance, or later for good cause reasons when the need for the overnight arose later, shall not be found to have violated this rule unless the household received notice from the Undersecretary's designee prior to taking the overnight that the request for an overnight was denied.

Requests for overnights for which the need arises when the EA Household is away from the hotel or shelter may be made by calling shelter staff or hotel staff and providing a written explanation promptly upon return explaining why the request could not have been made earlier. In such cases, hotel staff will promptly send a written request to appropriate EOHLIC personnel on behalf of the EA Household.

An overnight request should be made at least two business days in advance of the requested overnight. A request that is made but not responded to within 2 business days shall be deemed approved. An overnight request made for good reasons with less than two business days' notice should include the reasons why the overnight request was not made at least two days in advance and the request may be denied within two business days of the date of the request. Participants who proceed with an overnight without express advance approval do so with the understanding that the overnight may not be approved. In considering overnight requests, including in such cases of after-the-fact review, approval will not be denied without stated good reasons. There shall be a presumption for approval for up to four overnights per month as allowed by these Rules. In any administrative appeal of a noncompliance or termination based on unauthorized household overnights, EOHLIC's failure to approve a requested overnight can be reviewed for reasons stated in M.G.L. c. 30A, § 14 (7), including but not limited to, for abuse of discretion.

Absences by individual EA Household members from a homeless shelter or hotel for more than 2 consecutive nights are not permitted, except when explicitly allowed by EOHLIC for good reasons (e.g., children attending summer camp, custody agreements, hospitalizations) or for good cause as determined under the good cause standards in 760 CMR 67.06(6)(a)5. In a shelter, such requests should be made to the Undersecretary's designee through the shelter staff on a standard EOHLIC form. In a hotel, such requests should be made either directly to the Undersecretary's designee or through the hotel staff on a standard EOHLIC form. A written request for approval that is made but not responded to within 2 business days shall be deemed approved. Unless it is repetitive, a violation of this Rule that is *de minimis* (minor), as determined based on all the relevant circumstances, as to time and location will not be counted toward a noncompliance or termination.

In any administrative appeal of a noncompliance or termination based on unauthorized individual overnights, EOHLIC's failure to approve a requested overnight can be reviewed for reasons stated in M.G.L. c. 30A, § 14 (7), including but not limited to, for abuse of discretion.

Congregate or scattered site shelters may withhold approval of overnights in connection with the EA Household's failure to observe program rules and requirements.

Requests by an entire household for five or more overnights in a row should be made on the Form TESI-1.

All requests to EOHLC for additional overnights pursuant to this rule should be directed to the applicable the Undersecretary's designee. Hotel staff should assist families in sending such requests to the Undersecretary's designee and contact information for the Undersecretary's designee shall be available at the front desk of each hotel.

Unauthorized overnights shall not form the basis for a rule violation, noncompliance or termination if there was good cause for the absence pursuant to the good cause standards in 760 CMR 67.06(6)(a)5. In considering the good cause reasons raised by a participant for an unauthorized overnight, EOHLC will take into consideration all the circumstances, including documented efforts to obtain approval for an overnight, and the number of overnights during the relevant time period.

A family will not be locked out of a hotel or shelter for alleged abandonment unless the entire family is absent for at least 48 hours and two consecutive nights and has not called the hotel or shelter or the Undersecretary's designee before curfew on the day after the absence began to explain any good cause reasons for being absent longer than two consecutive nights. EOHLC may request timely verification of any asserted good cause reasons and issue a notice of termination if verification is not timely provided. In any case where a unit is no longer available to an EA Household because of unauthorized overnights, if the participant returns to the placement seeking reentry, the shelter or hotel management will inform the participant of the possibility of obtaining a new placement pending administrative appeal pursuant to 760 CMR 67.09 (2) (b) 3. by returning to a EOHLC office during business hours. In such cases, the shelter or hotel management shall notify EOHLC of the date and time that the participant returned.

## 15. Personal Belongings and Cleanliness of Room

### Summary

- You can only bring clothes, toiletries, medication, and other small items with you to shelter.
- **Each person** in your family can bring only two large (30-gallon) bags. If you come to a shelter with more belongings, you have 7 days to move out the extra items, if you have a good reason for the extra belongings. We can give you advice about where to store the extra belongings.
- You must keep your room clean and neat.
- We will inspect your room to make sure it is clean. You will get 24 hours notice of this type of inspection.



- We may not give you a noncompliance if you have a good reason why your room is unclean. For example, if you are sick, or doing laundry, or packing and unpacking when we inspect your room. You must tell shelter staff if you have a good reason why your room is unclean.
- If you move out of shelter, or leave for more than 48 hours without approval, you must take your belongings. If after 48 hours, your items remain in the room, we will throw them out.

### Full Rule on Personal Belongings and Cleanliness of Room

An EA Household may not bring more than the equivalent of two large (30-gallon) bags full of personal belongings per person with them into shelter, including scattered site and hotel settings. Households who arrive with more than the allowed amount of possessions, up to one more large (30-gallon) bag per person, and do not immediately have a place to store the excess items will be provided advice about possible storage options and given seven calendar days, or for good cause as determined in 760 CMR 67.06(6)(a)5 and upon receipt of express written permission from the Undersecretary's designee, a longer reasonable period of time (taking into account all the circumstances) to move out the excessive items. If a hotel or shelter fails to provide sufficient storage units to store the permitted volumetric amount of personal belongings, the Household may provide its own storage unit(s) upon written authorization by the Undersecretary's designee.

Storage of any personal belongings or items, including storage units and excess personal belongings during the first seven days in shelter, is contingent upon compliance with all applicable state and local Sanitary and Fire Codes. Unless it is repetitive, a violation of this Rule that is *de minimis* (minor), as determined based on all the relevant circumstances, as to volumetric amount will not be counted toward a noncompliance or termination.

Participants are expected to keep their rooms in a clean, sanitary, and orderly manner, but an EA Household will not be cited for violating this Rule if inspection is not made pursuant to the Rule on Access or if the Household has good cause on the day of the inspection as determined by 760 CMR 67.06(6)(a)5, or if a family member is sick, in the process of doing or preparing to do laundry, or packing or unpacking belongings.

The EA Household is responsible for removing all belongings upon moving out of the shelter.

The EA Household that is transferring or moving out of shelter or hotel unit may leave at the shelter or hotel, at most, a few items of personal significance, cleanly packed, able to be readily stored in a small area outside the dwelling space to await the prompt return of the EA Household to move the items to their next residence.

After an EA Household has vacated the unit, any items not removed from congregate or scattered site locations will be bagged and held for 48 hours before they are donated or thrown away. Shelters and hotels may hold items for more than 48 hours at their discretion or upon agreement with the EA Household.

## 16. Pets



## Summary

- You must not bring any pets or animals to shelter at any time, except for animals approved by EOHLC to assist with a disability.

## Full Rule on Pets

Pets or animals of any kind are not permitted on shelter property at any time, except for documented service animals and other animals permitted pursuant to the Americans with Disabilities Act. This prohibition includes temporary care of and/or visiting pets. A family will not be cited for violating this rule unless and until an appropriate inquiry has been made as to whether the animal is an animal permitted as a disability accommodation. Where an animal is determined not to be allowed as an accommodation, EOHLC will provide a list of local animal rescue organizations and “no kill” shelters where a family might board the pet during shelter placement or take the pet for adoption.

## 17. Prescription Medication

### Summary

- You must make sure that prescription medications are stored safely.
- Medications must be out of reach of your children and other people. You must not share medication with other people in shelter.
- **In a shelter:**
  - Shelter staff can help you find a safe place to keep your medications.
- **In a hotel:**
  - You can ask the hotel in writing for a lockable safe. If you cannot be given a safe, do your best to find a secure place to keep medication.

## Full Rule on Prescription Medication

The EA Household is responsible for the storage and administration of prescribed medications, subject to good cause as determined under the good cause standards in 760 CMR 67.06(6)(a)5.

If a working safe is available in an EA Household’s room in a hotel for storage of prescription medications, the EA Household shall store such medications in the safe. If no working safe for use in the EA Household’s room is available, the adult household members shall make best efforts to ensure that prescription medications are out of the reach of children. In shelters, if there is not a safe and secure area, out of the reach of children,



and away from cleaning fluids and toxic substances, then the EA Household may request assistance from shelter staff of congregate and scattered site locations with safe and secure storage.

Unless it is repetitive, a violation of this Rule that is *de minimis* (minor), as determined based on all the relevant circumstances, as to time or location will not be counted toward a noncompliance or termination.

## 18. Sexual Harassment

### Summary

- You must not sexually harass anyone in or on the property where you are staying.

### Full Rule on Sexual Harassment

Sexual harassment of anyone on shelter property, including other residents, guests, service providers, or shelter staff, is prohibited.

## 19. Substance Abuse

### Summary

- You must not have or use alcohol or any drug on or in the property where you are staying.
  - Even a sealed bottle of alcohol is against the rules.
- You must not abuse drugs or alcohol when not at the shelter.

### Full Rule on Substance Abuse

Use or possession of alcohol or any controlled substance(s) is prohibited on shelter property.

Abuse of alcohol or controlled substances outside of the program, to the extent that it results in behavior that interferes with an EA Household member's rehousing plan, threatens the health or safety of anyone on shelter property, or creates a disruption to shelter management, is prohibited.

Misuse of prescription medication will be considered substance abuse.

## 20. Violent Behavior & Child Abuse and Neglect



## Summary

- You must not be violent to other people while in shelter.
- If you are violent to others, you will be asked to leave shelter.
- You must not be violent to people in your family. This includes children.
- Even if children misbehave, you must not hit them.
- If we learn about or see you be violent with anyone, we may report you to child protective services (DCF).

## Full Rule on Violent Behavior & Child Abuse and Neglect

Behavior that poses a threat to the health and safety of self, members of the EA Household, other residents, guests, service providers, or EOHLC, hotel, or shelter staff is prohibited. This includes acts of physical and sexual violence, threatening conduct, or intimidation.

No form of child abuse or physical discipline will be tolerated on shelter property. Shelter staff, EOHLC employees and other service providers must report all incidents of child abuse and neglect to the Department of Children and Families.

## 21. Visitors/Guests

### Summary

- **In shelter:**
  - Your shelter will have their own visiting hours and rules. You must follow those rules.
- **In hotel:**
  - You must never have an outside visitor in a hotel room. Hotel staff and social services staff are allowed in your room.
  - People from another hotel family can visit your room. Other children must visit your room with their parents. If you have visitors over there cannot be more than 6 people in your room at a time.
- **In shelter and hotel:**



- Common areas will have their own rules about visitors. You must follow those rules about when and where visitors can be.
- Your visitors must follow all shelter rules. If your visitor breaks a rule, you can be held responsible.

## Full Rule on Visitors/Guests

### In Shelters:

The EA Household may meet with visitors, for a reasonable and limited amount of time, in space(s) where the shelter deems appropriate, (e.g. areas where an individual would meet with a service provider). Shelters may determine appropriate visiting hours.

The EA Household is responsible for the conduct of its visitor(s), and therefore will be held accountable if its visitor(s) violate(s) any rules or requirements of the EA program or the shelter. No overnight visitors are permitted, except as provided in this Rule. If space is available in a shelter, shelter staff, with EOHLIC authorization, may agree to overnight visits by children whose primary residence is not within the EA household, upon presentation of a custody agreement, an agreement or request by DCF, or a court order directed to an adult member of the EA household.

All requests to EOHLIC for overnight visitors should be directed through the Undersecretary's designee.

The EA Household must provide the name of the visitor at least 24 hours beforehand unless the shelter deems less notice appropriate, or in the case of emergencies.

Adult visitors must leave a photo ID, and sign in and out of the shelter. Visitors to scattered site units do not need to provide a photo ID unless shelter staff is available on the premises; however, the EA Household must still register all visitors to shelter staff.

Shelters may withhold approval of visitors in connection with the EA Household's failure to observe program rules and requirements.

### In Hotels:

No visitors are permitted in hotel rooms assigned to an EA household, except authorized service providers or members of another EA Household as permitted by this Rule. Visitors are permitted in common areas of hotels as permitted by hotel management on terms equal to those applied to non-EA hotel guests whether or not the hotel currently has such guests. It shall not be a violation of the no visitors or no guests rule for someone solely to assist an EA household member in delivering or removing possessions from the household's room with prior notice to hotel staff.

An EA household placed in a hotel may have the members of other EA households placed in the same hotel as visitors in its unit for a reasonable and limited amount of time, provided that there may be no more than 6 EA participants in a hotel room at any one time, except in cases when the family size exceeds 6 individuals. When the family size exceeds 6 members, family members in excess of 6 individuals may be in the unit, but guests may be in the room only if there are a total of 6 or fewer individuals in the room at the time.

Absent allowed babysitting arrangements, children under the age of 16 may only visit while accompanied by an adult member of their household or when an adult member of their household is on the premises and promptly reachable by the other EA household or the children by telephone or is within the sound of the child's voice.

If space is available in a hotel room, the Undersecretary's designee may authorize overnight visits by children whose primary residence is not within the EA household, upon presentation of a custody agreement, an agreement or request by DCF, or a court order directed to an adult member of the EA household.

Visitors shall fully comply with all EA program rules and regulations while visiting the EA Household.

A child age 16 or older may visit with members of other EA households placed at the same hotel in common areas of the hotel unaccompanied by an adult if s/he has been approved to provide his/her own child care or if an adult member of that child's household is present on the grounds of the hotel and is promptly reachable by telephone or is within the sound of the child's voice.

Adult members of the EA household remain responsible for protecting the health and safety of the child(ren) in their household and must exercise good judgment about when it is safe to allow their child(ren) to visit with members of other EA households.

In hotels, the Undersecretary's designee, upon written request submitted by hotel staff with a copy to the EA household, may exercise reasonable discretion to deny visitation to an individual EA Household either as guests or hosts, based on prior violations of these Rules. Any denial of visitation should be for a reasonable time based on the nature of the conduct, and shall include a written statement of the reason for the denial. Whether the exercise of such discretion to deny visitation was reasonably exercised may be challenged in an administrative appeal from a noncompliance or termination based on a violation of this Rule.

Hotel staff, EOHLIC employees, and employees of EOHLIC contractors and other state agencies working with EOHLIC may terminate a visit if: (a) activities in the host unit are disturbing the quiet enjoyment of other hotel guests or hotel staff; (b) activities in the host unit constitute a threat to the health or safety of the host, the guest, members of either household, other EA participants placed in the hotel, other hotel guests, hotel staff, EOHLIC employees, or employees of EOHLIC contractors or other state agencies working with EOHLIC; or (c) there is any infraction of the EA rules or regulations occurring in the host unit.

Visitors shall comply with Rule on Curfew by leaving before the established curfew time and not arriving before 8 a.m., except in cases of authorized babysitting or good cause pursuant to the good cause standards in 760 CMR 67.06(6)(a)5.

### **Good Cause:**

Entertaining unauthorized visitors may be justified by good cause as determined under the good cause standards in 760 CMR 67.06(6)(a)5. In considering the good cause reasons raised by a participant for entertaining an unauthorized visitor, EOHLIC will take into consideration all the circumstances, including documented efforts to obtain authorization for the visitor, and any need for the visitor to assist the EA Household with essential tasks that an EA Household member cannot perform on his or her own. Unless it is repetitive, a violation of this Rule that is *de minimis* (minor), as determined based on all the relevant circumstances, as to time and location, will not be counted toward a noncompliance or termination.



## 22. Weapons

### Summary

- You must not have any weapons on or in the property where you are staying. Guns are never allowed even if lawfully registered. Your family may be terminated from shelter if you are found to have a weapon in shelter.

### Full Rule on Weapons

Possession or storage of weapons of any kind is prohibited on shelter property. The possession or storage of weapons in EA Family Shelter will warrant termination.

## 23. Criminal Offender Record Information (CORI) Acknowledgement Form

### Summary

- Family members 18 years old or older must sign a CORI Acknowledgement Form. The family may be terminated from shelter if they don't sign a CORI Acknowledgement Form.

### Full Rule on CORI Acknowledgement Form

All family members 18 years of age or older must sign a CORI Acknowledgement Form. The failure of any family member 18 years of age or older to sign a CORI Acknowledgement Form after shelter placement or reaching 18 years of age, as applicable, will warrant termination.

## 24. Important

### Summary

- You should try to comply with all of these rules.
- Your shelter or hotel may give you more rules. You must follow those rules too along with the ones in this document. If you or a family member break a rule, you



will get noncompliance. If you break the rules three or more times in six months, you may be asked to leave shelter.

- If you break the rules in a serious way, like by being violent, we may ask you to leave shelter. This means your shelter will be terminated. This is true even if you have never been in trouble before.
- All written noncompliances or terminations can be appealed.
- If you break a rule, we may transfer you to a different shelter.
- If you break a rule, we may deny you certain privileges like overnights.
- You may have a disability or other good cause reasons for why you break a rule. You can ask us to consider good causes as to why we should not discipline you.

## House Rules

Nothing in these Uniform Rules prohibits shelters or hotels from adopting House Rules regarding day-to-day activities in shelter, such as cleaning rotations, cooking duties, noise levels, television viewing hours, dress codes, laundry hours, or parking requirements, so long as the House Rules do not contradict these Uniform Rules, EA statutes or regulations, or other legal requirements. Infractions of House Rules of either a shelter or hotel, however, shall not be treated as rule violations leading to a possible noncompliance finding or termination of EA benefits pursuant to 760 CMR 67.06(5)(a)4. Infractions of House Rules may lead to a transfer, internal warnings, or loss of house privileges, such as television time, and repeated infractions may lead to modification of an EA Household's Rehousing Plan to require compliance with specific House Rules. House Rules remain subject to EOHLIC review and approval.

## Rules Violations Not Counted towards Discipline

As stated in greater detail in 760 CMR 67.05 (e), alleged Rules violations, and alleged failures to comply with or cooperate in developing the terms of a rehousing plan, shall be vacated after six (6) months from the date of their occurrence if, within the six-month period, no noncompliance or termination has been issued for other violations of any such Rules or rehousing plan requirements and no conduct that constitutes a threat to health or safety or conduct warranting immediate termination has been committed and resulted in a noncompliance or termination notice. Rules violations that are found by the EOHLIC Hearing Officer on appeal not to have occurred shall not be included as violations in subsequent noncompliance or termination notices and shall not toll the aforementioned six-month period.

## Use of Forms

**Homeless coordinators should provide EA Households with a copy of the Uniform Shelter Program Rules to take with them at the time the EA Household is approved for placement.** Shelters are to use the USR-1 Form, Infraction of Uniform Shelter Rules, to report on infractions of the Uniform Shelter Rules. Hotels are to use the HM-IR1 form to report infractions of the Uniform Shelter Rules. The infraction numbers on the

forms are for guidance only and are not determinative of the actual number of rule infractions. When a single incident involves violations of several rules, shelter and hotel staff should use one form to report the incident and check all possibly applicable rule infractions on the USR-1 form, in a shelter, and the HM-IR-1, in a hotel.

## General Provisions

1. Copies of these Rules, the EA Babysitting Form and Guidelines, TESI-1s, the ADA Reasonable Accommodation Request form, and the EA Overnight Request Form shall be available at the front desk in hotels and in the management office in shelters in English and translated into those languages required by law. The front desk in hotels and the management office in shelters shall also include information about to whom to submit Babysitting and Overnight Forms and other requests, how to contact that person, and how to inquire about the status of a request. Hotels shall provide fax transmission services to EA participants free of charge for communication with EOHLC, other state agencies, social service and medical providers, and legal services.
2. Failure of the hotel or shelter to maintain and make available to participants a copy of these Rules and forms in languages required by law may constitute a defense to a rule violation if a participant did not receive a copy of the Rules in the language required by law upon entry into the EA program or have access to the such a translation at a placement prior to the alleged violation.
3. If a participant demonstrates that the conduct or omission of an EA household member over whose conduct the participant had no control causes a violation of these Rules or the EA regulations, discipline may be withheld, provided that the participant:
  - a. promptly removes such household member from the household composition; and
  - b. the participant and any other adult household members amend their rehousing plans to require them to take reasonable steps to prevent the former household member from returning to any shelter or hotel premises where EA families are placed, which may include, if necessary to prevent a return, serving and actively enforcing on his or her own behalf an abuse prevention order pursuant to M.G.L. c. 209A or cooperating with efforts by the shelter or hotel management to serve and actively enforce against such household member a “no trespass” notice pursuant to M.G.L. c. 266, § 120 or an anti-harassment order pursuant to M.G.L. c. 258E.
4. The term “good cause,” as used in these rules, shall mean good cause as determined by 760 CMR 67.06(6)(a)5 unless other grounds for good cause are specifically stated.
5. EOHLC will provide language assistance as required by law for all communications with EA applicants and participants. Any translation from English shall indicate that in case of conflict between an English-language version of a document and a translation, the English language version shall control, provided that an EA Household will not be held responsible for conduct taken in reliance on an inaccurate translation.
6. EOHLC and EA shelter providers, including hotels, are covered by the Americans with Disabilities Act (ADA) and related laws that prevent discrimination against and require certain reasonable accommodations or modifications for qualified persons with disabilities. If you have difficulty complying with any of these Rules because of a disability, you may request a reasonable accommodation or modification by completing a EOHLC ADA Reasonable Accommodation request form and sending it and supporting medical documentation to EOHLC.



## ☑ Conclusion

- If you have questions about what these rules mean, you can ask your EOHLC Homeless Coordinator. In a shelter, you can also ask shelter staff. In a hotel, you can also ask the transitional homeless coordinator, the FOR Families visitor, EA hotel support staff, or your HomeBASE liaison.
- We hope these summaries make it easier to understand what the rules are about. To keep them short and simple, they do not tell you everything about the rules. If the wording of a summary and the full version of the Rules are different, the language of the full version will apply.



# EA Emergency Family Shelter Receipt of Uniform Shelter Program Rules

**Please read the statement carefully. Then sign, print, and insert today's date.**

By signing, I confirm that I received a copy of the Uniform Shelter Program Rules and I agree with those Rules. I understand that my family will have to follow the Uniform Shelter Program Rules when we are in shelter. I also understand that, if my family does not obey the rules, my family may be terminated from shelter.

**Adult Signature:** \_\_\_\_\_ **Adult Signature:** \_\_\_\_\_

**Printed Name:** \_\_\_\_\_ **Printed Name:** \_\_\_\_\_

**Today's Date:** \_\_\_\_\_ **Today's Date:** \_\_\_\_\_

**Adult Signature:** \_\_\_\_\_ **Adult Signature:** \_\_\_\_\_

**Printed Name:** \_\_\_\_\_ **Printed Name:** \_\_\_\_\_

**Today's Date:** \_\_\_\_\_ **Today's Date:** \_\_\_\_\_

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### For Staff Use Only:

By signing, I confirm that I gave the person(s) named above a copy of the Uniform Shelter Program Rules in their preferred language (or with a language access form if we don't have a version in their preferred language) and verbally informed the family that all families in shelter must comply with the Uniform Shelter Program Rules. I also informed the family that they may be terminated from shelter if they do not obey the rules, and that refusal to sign the receipt will not result in an exemption from the rules.

Check if the person(s) named above declined to sign this form.  
(If you check this box, please print their name(s) in the space(s) above.)

**Staff Signature:** \_\_\_\_\_

**Printed Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_