

Motel/Hotel Shelter Services Requirements

REQUIRED

- Any organization that uses a hotel/motel for shelter **MUST** have a signed agreement with the hotel/motel prior to using the hotel/motel. A standard form must be on file at the organization. This form will be reviewed during annual reviews by Victims' Services. This agreement must:
 - Specifically notify the hotel/motel that the client is there for their safety;
 - Confirm the hotel/motel will keep confidential any information about the client including their name;
 - Be signed by the hotel/motel manager or owner. If the organization uses a particular hotel/motel on a frequent basis, then the agreement may be signed annually, rather than each time a client is sheltered.
- Additionally, the organization must ensure the client in a hotel/motel has access to all core services, including daily contact with an advocate.
- The organization is responsible for ensuring the hotel/motel is a safe environment for providing shelter services.

Additional References/ Resources:

- ***SAMPLE - Hotel/Motel Agreement***

Appendix E: Sample Policies

The following policies were created by SDVS as examples of compliant policies based on requirements detailed in this document. Please note, it is not required that your policies look identical to these. These sample policies are meant to be used as a tool if your organization is needing assistance developing a new or updated an old policy.

Any questions or concerns should be directed to SDVS.

SAMPLE - Hotel/Motel Agreement

This Agreement sets forth the terms and conditions between the **(Motel/Hotel Name)** and the **(Agency Name)**, as defined below:

A client of the **(Agency Name)** is temporarily staying in your motel. It is of utmost importance that the name and location of the client be kept confidential, as well as the association of the client with **(Agency Name)**. In an attempt to maintain the safety and confidentiality of the client, as well as their identity, **(Motel Name)** agrees:

- The client's real name will not be used. All room reservations, billing and correspondences etc. will be put under the **(Agency Name)** only.
- An agreed upon password between the hotel management and **(Agency Name)** administrative staff will be used when reserving a room.
- All reasonable attempts will be made to keep information regarding this guest, their family and their situation confidential. Information about the client should only be shared with hotel personnel on an "as needed basis".
- I understand this agreement is between myself, as the authorized representative of this hotel, and the staff of the **(Motel/Hotel name)**
- I agree **(Agency Name)** is not responsible for damages or actions if any, caused by this individual or their minor children. Any damages will be the responsibility of the guest.
- Agreed upon room rate of _____ will be paid by **(Agency Name)**.
- The client's length of stay will be determined by the **(Agency Name)**.

Hotel/Motel Representative signature, title **(should be a manager or owner)** and date:

Agency Representative signature, title and date: