



Thompson-Markward Hall

TMH House Rules and Procedures

Thompson-Markward Hall, founded and chartered by Congress as the Young Woman's Christian Home in 1887, houses 120 women between the ages of 18 and 34 years of age. Residents may stay at TMH for a minimum of two weeks and up to a maximum stay of two years. The following House Rules and Procedures have evolved over our 130 years of experience housing young women in our Nation's Capital. These rules help ensure the safety, security and comfort of all TMH residents. Living in a safe and healthy community while at TMH depends on each resident's respect for other residents and the TMH staff, the property of other residents and TMH, and each resident's commitment to abide by and follow all of the following TMH Rules and Procedures.

NONDISCRIMINATION AND NON-HARASSMENT POLICY: Our goal at TMH is to provide a home that is free from discrimination or harassment. Any behavior by a TMH resident that contributes to an intimidating, abusive, hostile, or offensive environment is expressly prohibited and will result in dismissal from TMH. Anyone who feels that she has been the object of such behavior should immediately report it to the manager on duty. Anyone whose behavior is deemed inappropriate will be required to leave. **TMH reserves the right to refuse residence to anyone at its discretion.**

TMH RULES

VIOLATION OF RULES ONE, TWO OR THREE WILL RESULT IN IMMEDIATE EVICTION WITHOUT NOTICE FROM TMH.

Violation of other rules will result in disciplinary action up to or including eviction.

- 1) **ALCOHOLIC BEVERAGES.** The consumption and/or storage of alcoholic beverages or their containers are strictly prohibited anywhere in the building or on the property of TMH. **Violation will result in immediate eviction.**
- 2) **ILLICIT DRUGS.** The possession, use, or storage of illegal or illicit drugs or any related paraphernalia is strictly prohibited anywhere in the building or on the property of TMH. **Violation will result in immediate eviction.**
- 3) **MALE GUESTS.** Male guests, including relatives, are strictly prohibited to go above or below the lobby level of TMH. Male guests may visit in the public areas, located on the north side of the front lobby, or in the garden when accompanied by a resident. The only exception to this rule applies to male TMH employees and contractors during regular business hours and for maintenance and emergencies. **Violation will result in immediate eviction.**
- 4) **ROOM & BOARD FEES.** Residents are responsible for payment of the Room & Board fee on the first of each month. Room and Board at TMH is \$36.00 per night for reservations 30 days and longer. For reservations shorter than 30 days in length, the charge per night is at a rate of \$50.00. TMH does not issue bills or reminders. **If the full Room & Board is not paid by 9:00 p.m. on the fifth day of the month, a \$20.00 late fee will be charged per day until the Room & Board is paid.** If a check is returned due to insufficient funds, the resident must immediately pay the full amount by money order, cashier's check or credit card plus a \$50.00 non-sufficient funds fee. Additionally, TMH management reserves the right to require you to pay all future payments by credit card, cashier's check or money order. If for any reason you cannot make your R&B payment on time, it is your responsibility to have a discussion with the Assistant Director or Executive Director in advance of the due date. **NONPAYMENT OF ROOM & BOARD WILL RESULT IN EVICTION.**
- 5) **UNRULY INTOXICATED BEHAVIOR:** While alcohol and drugs are explicitly prohibited at TMH, we understand that some residents will use substances while in the community and return to TMH under the influence. As noted in the nondiscrimination and non-harassment policy above, exhibiting uncivil, antagonistic, or threatening behavior toward other residents or staff is grounds for eviction. It is important to note that intoxication does not excuse this behavior.
- 6) **CHECK-OUT:** **If your checkout date differs from the date given at check-in, residents are required to give a minimum of two weeks (14 days) notice by submitting an "Arrival/Departure Date Change Form" via <http://www.tmhdc.org/> before your check-out date.** If notice is not given, residents will be liable for fourteen days of Room & Board from the day that notice is given. When checking out, rooms must be cleared and vacated by 10:00 a.m. to avoid payment of a \$50.00 late check out fee, unless special arrangements are made in advance. Upon checkout, a resident must see the manager on duty to pay all outstanding bills or Room & Board, leave a forwarding address, and turn in your room key.
- 7) **HEALTH & SAFETY POLICIES:**

FIRE HAZARDS: Candles and incense are a fire hazard and are prohibited. **SMOKING CIGARETTES or CIGARS IS PROHIBITED** in the building, including resident rooms. (There is a designated smoking area in the garden, for residents who wish to do so.)

Residents may not have any type of kitchen appliances, space heaters or halogen lamps in their rooms. All of these items present a fire hazard and are **STRICTLY PROHIBITED**.

No items should be hung or draped over lampshades, smoke detectors, or from drop ceiling tiles in your room because it presents a fire hazard. Residents should not leave items on their bedroom floors or in the hallways outside their room door because it is a safety hazard. **Creating a safety or fire hazard can result in disciplinary action up to and including eviction.**

HEALTH HAZARDS: Body fluids and waste constitute a biohazard and pose a significant health risk. In the shared bathrooms, clean up any body fluids or waste you leave in the toilet areas and stalls, sinks and showers to prevent spreading germs and posing a health risk to the community. Clean up after yourself in your bedroom, ensuring that all food and personal waste items are disposed of properly. Disposal containers for used medical sharps are located in each of the bathrooms. Residents who become sick must attempt to clean up after themselves and inform a TMH manager to request gloves and cleaning supplies to sanitize the affected area.

RESIDENT MEDICATIONS REQUIRING REFRIGERATION: For safety and security, resident medication that requires refrigeration is stored in containers marked with the resident's name in a refrigerator located in the package room (locked) accessible 24 hours a day by requesting a key from the front desk operator.

- 8) **ROOM & FURNISHINGS.** TMH provides the following: 1. Pillow 2. Pillow Encasement 3. Blanket 4. Bedspread 5. Bible 6. Flashlight 7. Mattress & Box Spring Encasements 8. Window Curtain Valance 9. Curtain Rod. Furniture may be rearranged, but no bedding or furniture provided by TMH should be removed from your room. Chairs may be stored in the basement with the approval of the Assistant Director.

Residents must keep the floor clear of clothing and other materials that could create a trip hazard for exiting the room in an emergency. Decorations may be secured to the room walls with a non-defacing adhesive, 3M Command Strips, or removable adhesive picture hangers. Please do not attach anything to the outside of your room door.

TMH Management reserves the right to enter any room at any time without advance notice, as it deems necessary to maintain health and safety for the community.

- 9) **COMMUNITY BATHROOMS.** The bathrooms, while designed for individual privacy, are shared by up to 20 women. As such, they require a special level of common courtesy and attention and respect of these spaces for those who follow behind you. The TMH Housekeeping staff works hard to keep the bathrooms clean, but it is the responsibility of each resident to clean up each time you use the sinks, showers and toilets.

The toilets at TMH are energy efficient models designed to use minimum water, requiring users to hold down the handles for at least three seconds. Plungers are available in each of the bathrooms for your use and convenience if a toilet becomes clogged when you are using it.

- 10) **GUEST POLICY.** All guests are required to report to the front desk immediately upon entering TMH, where they will leave their picture IDs and wait for the resident to be notified of their arrival. For security purposes, all guests

must stay in the main lobby unless they are accompanied by a resident. **Male guests are welcome on the lobby level only. Men are not allowed on the basement or residence floor levels.**

GUEST HOURS. Guests who are not staying overnight must leave their picture ID at the front desk while they are in the building. Guests must exit the building by 11:00 p.m. on weekdays and 12:00 a.m. on weekends. No guests are allowed in the building before 7:00 a.m.

OVERNIGHT GUESTS, ROOM FEES & RESERVATIONS. A resident may have one female overnight visitor in her room per night provided the resident is present. Guests may not stay longer than seven nights consecutively. All overnight guests must be registered at the front desk 24 hours prior to the guest's arrival and the guest fee payment must be made upon arrival. The guest fee is \$10.00 per night, if your guest plans to bring an air mattress or sleep on the floor in your room. If your guest would prefer a cot to use in your room, the guest fee is \$25.00. The cot includes sheets, a blanket, and towels.

A guest room may be reserved, upon availability, for up to two female guests for a guest fee of \$100.00 per person per night. The guest suite above the garage may be reserved for your guest(s), for a fee of and \$150.00 per night. Male guests are allowed in the guest suite. The guest suite includes a small kitchen, living and sleeping area, walk-in closet, and private bathroom.

A guest reservation form must be submitted at least 24 hours in advance of the guest's arrival. The guest reservation form is located under the "Resident Resources" tab via <http://www.tmhdc.org/>.

NOTE: Children under age 12 are not permitted to stay at TMH. Residents are responsible for ensuring that their guests abide by TMH rules. THE GUEST ROOM FEES DO NOT INCLUDE MEALS.

GUEST MEALS. Guests must present a meal ticket to the kitchen staff before they will be served. Guest meal tickets may be purchased from the front desk. The guest meal ticket prices are the following: Breakfast \$5.00; Dinner \$10.00; Brunch \$5.00. It is the responsibility of the resident to ensure that this policy is followed.

- 11) **ROOM KEYS.** Room keys are the responsibility of each resident. There is a \$25.00 replacement fee for lost keys. An emergency room key is available for temporary use at the front desk.
- 12) **QUIET HOURS.** Quiet hours are observed between 11:00 p.m. and 7:00 a.m. seven days a week. Radios, stereos, computers and televisions should be kept at low volume, as well as any conversation in the hallways. **During quiet hours, resident need to use the stairs instead of the elevator.**
- 13) **ROOM CHANGES.** Residents may request a room change by submitting a request via email to assistantdirector@tmhdc.org. There is a \$50.00 fee for room changes. Room changes cannot be guaranteed and are subject to availability.
- 14) **INTERNET.** Residents may use TMH's wireless Internet network, which provides Internet access in most places throughout the building. To use this service, complete the Internet service agreement form at the front desk, and obtain the current Wi-Fi network password from the front desk.
- 15) **TELEPHONES.** Telephones in the hallways are extensions of the main TMH number (202) 546-3255. You may use your phone for any type of call, excluding international calls. International calls must be arranged with the Assistant Director and can only be held from the main office. The switchboard remains open 24 hours every day. Please be courteous to your fellow residents and keep phone conversations in the hallway at a low volume.

16) COMPUTER, COPIER, & PRINTER USE. Public computers are available for resident use on the lobby level of the building. Residents may make copies and print documents by obtaining a room-specific copier/printer code from management. Residents can scan and fax at the front desk. Instructions on how to use the copier and printer are located near the computers.

Prices: copies and printed pages \$0.10 per page, scans and local faxes \$0.50 per page, long distance faxes \$1.00 for first page and \$0.50 for each succeeding page.

17) MEALS. Meal hours served in the dining room are:

Monday – Friday	Breakfast	6:30 AM – 9:00 AM
	Dinner	5:45 PM – 8:00 PM
Saturday	Brunch	8:00 AM – 11:00 AM
Sunday	Brunch	8:00 AM – 11:00 AM
	Dinner	4:30 PM – 6:00 PM

Monthly Room & Board includes breakfast and dinner Monday through Friday and brunch on Saturday and brunch and dinner on Sunday. NOTE: this is a dine-in service only, and **food, plates and utensils are not to be taken out of the dining room**. Residents found to be removing food from the dining room will be subject to discipline and/or fines.

There is ice, hot and cold water, coffee, tea, milk, a microwave, and a toaster for resident use in the dining room. Drinks may be taken from the dining room in your own container or in the disposable cups provided by TMH.

18) LATE PLATES. Residents who miss dinner because of work or attendance at an accredited class may pay a \$3.00 late plate fee and sign-up for a late plate at the front desk no later than 4:30 p.m. on Monday through Friday. Late plates are **NOT** available on holidays, weekends, or during inclement weather.

19) PERSONAL FOOD. All non-perishable food kept in rooms must be stored in airtight containers. A refrigerator is located on each resident floor, and one freezer is available in the T.V. Room. All food stored in the refrigerators or freezers must be labeled with the resident’s name, room number, and date the food was stored. The refrigerators and freezers are cleaned weekly, and old or unlabeled food is discarded. **TMH is not responsible for loss or theft of any food items left in the refrigerators or freezers.**

The bathroom water dispensers have hot water spigots for hot drinks and there is ice, hot and cold water, coffee, tea, milk, a microwave, and a toaster for resident use in the dining room. Food product waste on resident floors must be only be disposed of in waste cans located near the refrigerators.

20) RESIDENT ATTIRE. Residents and guest(s) are required to wear street clothes and shoes on the lobby level. Bare feet, bathing suits, and nightclothes are not permitted. Wearing nightclothes and bare feet to the dining room are health code violations and are not permitted. For health reasons, shoes are required in the basement.

21) LAUNDRY ROOM. The first floor laundry room is for resident use. The basement laundry area is for TMH housekeeping & TMH staff only. TMH is not responsible for the loss or theft of any items left in the laundry room. We request that all clothing be removed promptly from the laundry room. Laundry that needs to be hand washed can be washed in the utility sinks adjacent to the washers in the laundry room and not washed in the bathroom

sinks. Ironing boards and irons are provided on each floor. The ironing boards, irons, drying racks, and laundry carts should not be taken from their designated areas.

- 22) **ROOM CLEANING & MAINTENANCE.** The residents' rooms can be cleaned on at least a bi-weekly basis according to the cleaning schedule posted on the bulletin boards outside each bathroom. **For health and safety reasons, resident rooms WILL be cleaned at least once a month by the housekeeping staff.** On the scheduled cleaning day for your room, please remove all of your belongings from the floor and from the tops of the furniture. The housekeeper will clean the floor, dust the tops of the furniture, and empty the wastebasket.
- 23) **MAINTENANCE ISSUES.** If a maintenance issue arises in your room or common area (i.e., a lightbulb goes out, a window won't open, the A/C or Heat stops working, furniture breaks, a drain is clogged, etc.), you should submit the online Maintenance Request Form located under the "Resident Resources" tab via <http://www.tmhdc.org/>. Emergency maintenance issues (i.e., flooding, major leaks, lack of hot water, power outages, smoke or gas odors, fire alarms, etc.) should be immediately reported to the front desk attendant and manager on duty.
- 24) **PEST CONTROL.** TMH has all common areas treated for bugs and other pests on a routine basis. If a resident room needs to be treated, please submit a maintenance request located under the "Resident Resources" tab via <http://www.tmhdc.org/>. Please notify TMH immediately at the suspicion of any pest-related issues.
- 25) **ROOM DAMAGES.** Each room is inspected by Resident Managers for damages 24 to 72 hours prior to check-in and check-out. At the check-out inspection, if furnishings are found to be damaged or if the room is unreasonably dirty, the resident will be liable for a fine of \$50 along with the cost of repairing or replacing any damage to the room or furnishings. Notification of damage charges will be provided via the front desk operator upon checkout and payment will be due at that time.
- To avoid incurring fees at check out, please notify Building Services of damage that occurs due to natural wear and tear as soon as possible by submitting an online Maintenance Request Form located under the "Resident Resources" tab via <http://www.tmhdc.org/> or notify the front desk if it is an emergency.*
- 26) **HEATING & AIR CONDITIONING.** Resident rooms are equipped with individual heating & air conditioning units. Heat will run only when the outside temperature is **below 55 degrees Fahrenheit** and the air conditioning will run only when the outside temperature is **above 70 degrees Fahrenheit**. When the heat or air conditioning is not running, a fan will blow room temperature air through the unit. Residents should turn off their unit during mild weather if the room is too cool.
- 27) **SMOKING.** To ensure a healthy environment, smoking is allowed only in one area of the back garden. Smokers are expected to use ashtrays and not to litter cigarette butts on the ground. **Residents who smoke in their rooms will be evicted.**
- 28) **OFFICE HOURS.** Office hours are front office Monday through Friday from 9:00 am – 5:00 pm and from 7:00 pm – 8:30 pm, and on Saturday and Sunday mornings from 9:30 am – 11:30 am. Room & Board checks may be left at the front desk when the office is closed. Emails can be sent to assistantdirector@tmhdc.org or managers@tmhdc.org. There is a manager on the premises at all times in case of emergency. Please notify the front desk attendant if you need a manager's help.
- 29) **SUNDECK.** A sundeck is available on the second floor for resident use. **NO SMOKING IS PERMITTED ON THE SUNDECK.**

- 30) **LIBRARY.** A library is located on the lobby level of TMH, for your enjoyment. Do not leave personal belongings in the library unattended. In consideration of other residents, please do not borrow more than two books at a time and promptly return the books when you have finished reading them. Guests and visitors are not permitted to borrow books from the TMH library. No food or drink is permitted in the library at any time.
- 31) **PIANO HOURS.** The piano in the living room may be played between the hours of 8:00 a.m. and 10:00 p.m. on weekdays and 12:00 p.m. to 10:00 p.m. on weekends.
- 32) **RECREATION ROOM HOURS.** The TV and exercise equipment in the recreation room may be used from 5:00 a.m. to 12:00 a.m. A TV and DVD player are available for everyone's use. Please check with the front desk operator if you would like to reserve a time to use the TV or DVD player, but please remember the TV is for everyone.
- 33) **ANIMALS.** No animals are allowed on the premises at any time, with the exception of service animals, which are permitted.
- 34) **ABSENCE OR ILLNESS.** If you become ill, or if you will be away from TMH longer than a weekend, please inform the front desk or the Assistant Director at assistantdirector@tmhdc.org.
- 35) **STORAGE.** Personal possessions may be stored on the shelving in the basement provided they are boxed and clearly labeled with your name, room number, and the date it is placed in storage. Unmarked items will be discarded. TMH is not responsible for any items stored in the basement. Former residents may not store their items in the basement without written approval from the assistant director.
- 36) **BICYCLES.** Bicycles must be locked to the bike rack in the basement storage area and must be labeled with resident's name and room number. Bicycles may not be stored in the lobby, outside, or in the resident's room. TMH is not responsible for loss or damage to bicycles.
- 37) **LOST AND FOUND.** A lost and found list is located at the front desk. Any item found should be turned into the front desk. Items will be kept for 30 days after which they will be discarded or given to charity.
- 38) **PERSONAL ITEMS.** TMH is not responsible for a resident's valuables or personal belongings. Please keep your room locked when you are not there.
- 39) **ADDITIONAL FEES.** If, upon eviction, TMH staff becomes responsible for removing your belongings from your room, you will be charged for time and materials necessary to pack and remove your belongings.



Thompson-Markward Hall

FIRE AND EMERGENCY PROCEDURES

FIRE PROCEDURES: Please familiarize yourself with the designated fire exits and the chart hung on the back of your room door. TMH is protected by fire alarms in the hallways and smoke detectors in each room. If a smoke detector sounds near you, pull the fire alarm in the hallway to alert the rest of the building and **exit the building immediately**. Fire alarms are located near the stairwells and exit doors. On your way out, tell the front desk attendant where the smoke detector is ringing, so he or she can assist the fire department and locate the fire. After exiting the building, proceed to the Senate Parking lot at the northwest corner of 2nd and C Streets NE to allow room for fire equipment and personnel. **NOTE: NEVER USE THE ELEVATOR DURING A FIRE OR ELECTRICAL EMERGENCY.**

EMERGENCY EVACUATION PLAN: If you hear the fire alarm or receive instructions to evacuate the building for an emergency, please exit the building immediately. If police are outside the building, follow their instructions. Otherwise, assemble in the US Senate parking lot at the Northwest corner of 2nd and C Streets NE. If 2nd Street is closed for a Capitol Police Emergency or weather requires that you need to take covered shelter, please proceed to Union Station and gather in the main area adjacent to the entrance to East Hall. Wait there for the manager on duty who will give an all clear to return or provide further direction.

WHEN YOU CANNOT ACCESS TMH: Because of the proximity to the U.S. Capitol, Supreme Court and related facilities, there are times when access to our street, our front entrance or the full block may be restricted.

If Second Street NE is closed, Managers will be positioned for you to access the building via the gate near the kitchen or through the garage door below the carriage house in Justice Alley, directly behind the property. Please call the TMH front desk (202-546-3255) when you are close so that someone can go to the back and let you in. If the entire block is closed, please proceed to Union Station as indicated above and report to the TMH Manager on site.

PLEASE put the main phone number of TMH (202-546-3255) in your cell phone so that you can contact TMH during lock downs or emergencies in the U.S. Capitol Grounds and surrounding vicinity. When you check in, please sign up for the TMH Ladies private Facebook page where routine and emergency resident-to-resident and manager-to-resident communications are posted. Also, check your email on your phone for updates. Please be sure to notify the front desk if your cell number, cell carrier or email changes while you are here.

IN CASE OF INTRUDER: Call 911 first and then immediately inform TMH Staff who will work with you to do an assessment of the situation and take necessary next steps.

MEDICAL EMERGENCY: If you are experiencing a medical emergency, call the front desk and ask them to call the Resident Manager on Call. If you need immediate help, get a neighbor to assist you. If it is life threatening, call 911 and then let the front desk know so they can send a Manager to help you and direct the squad when they arrive.