



UpLift Supportive Housing Network

Member Agreement

CODE OF ETHICS / Organizational Policies & Statements / Operational Procedures

The Code of Ethics, organizational policies and operational procedures documents the shared agreement you make as a member of the UpLift Supportive Housing Network, to each other, to your residents and the community at large. Each statement, practice or procedure when consistently followed and enforced, keeps your membership in good standing and will insure that we operate within the law, are beyond reproach in our practices and live by high standards expected by the consumer and the community.

A great resident experience is good business.

Our code, policies and practices are focused on attaining the best resident experience by offering value added services for member homes including marketing, training and education, legal services, financial and other services and benefits.

We have a responsibility to residents to insure quality, safe, sober living experiences as well as a responsibility to the community-at-large for safe neighborhoods.

Our mission is to provide providing safe, stable alcohol and drug free homes for residents. We believe the residents seek structure, and accountability, especially in the early stages of recovery. In a relatively unrelated industry we strive to set and maintain the we set the highest reasonable standards as we are mindful of our responsibility to care for the health and wellbeing of all people.

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We do not take this responsibility lightly. Members agree to embrace the principles noted in this document and affirm alignment with these standards, practices and principles for the benefit of all.

***Code of Ethics:**

All those engaged in management and operation of a member home shall:

Be dedicated to recognizing the dignity and worth of all human beings.

Be firm. Maintain a drug and alcohol free living environment. Sale, use, possession of any drug or alcohol, not legally prescribed, are prohibited in any member homes and on their grounds.

Be inclusive. No discrimination due to race, religion, national origin, sexual identity, sexual orientation, age or gender, gender identity.

Be a good citizen. Obey all federal, state and local laws and ordinances. Be familiar with the California landlord tenant laws as most apply to your homes.

Be healthy. Maintain a healthy home.

- a. Know and understand our “Healthy Homes” standards and guidelines at all times. Maintain the home and all living spaces according to these standards and applicable local zoning regulations.
- b. Make arrangements for an annual Healthy Homes consultation and inspection.
- c. Take swift action to eliminate any hazards in the home.



regular workshops and network with others the more you will understand how all members of our organization have a mission beyond the walls of each member homes.

Be a Player. Participate actively in meetings, workshops, data reporting. This includes reporting to the network any significant incident that happens in your home that may have resulted in or did in harm or endangered life, safety or property of any person. Attendance is required at a minimum of one business meetings annually.

Be strong. Don't tolerate threats of violence or harassment. Issues that arise because real, perceived or potential harm - physical or mental - to any individual must be addressed immediately and where warranted with the assistance of a professional.

Be humane. When exiting a resident involuntarily from housing and insure that it is done in accordance with the law. This should include providing the resident with information about where to seek help and assistance.

Be engaging and nurturing. Develop, create and nurture a democratic culture or one which residents feel engaged with each other, have some input into the homes operation that may directly affect them. Kindness is free to give and receive. It can uplift you and others you encounter

Be consistent. Enforce your house rules consistently with everyone. Be mindful to not "play favorites" among residents. It may diminish your authority.

We don't do these things:

- We don't allow drugs or alcohol on our premises at any time.
- We never condone or allow sexual harassment and/or misconduct. Sexual relations between anyone in authority in the home and a resident is not permitted.
- We keep no guns or other weapons in the home or on the property.
- We don't lend to or borrow from residents. We discourage it among residents.



- We don't discriminate in resident selection based on race, gender, sexual identity or orientation, creed, religion, ethnicity, country of origin, disability, family status.
- We don't threaten to evict a resident because of personal disagreements or ill feelings.
- We don't use violence, we don't bully or intimidate and we don't let others do it to us or anyone.

Policies

- Operate with merit.** Operate your home in a manner that complaints from others within or without the home are rare. Always be free of drugs or alcohol. Related policy: Every home is required to do testing of residents for drugs and alcohol. The methods and frequency are at the discretion of the home's management. Provide a copy of your testing policy to the network annually.
- Write it down. Manage expectations.** When it is in writing and signed by others, disputes can be handled better, memories improve and you'll have a better chance of maintaining good relationships and enjoy a good reputation.
 - Residents and home operators must enter into a signed written agreement to live in your home. Members must provide a copy to each resident at the time of intake; and to the network annually for legal review. Rent or lease agreements must comply with California's Landlord Tenant Laws.
 - House rules, community guidelines and other details of living well with others should be given to each resident, posted in view of residents, and submitted each year to the network for legal review.
- Learn and grow.** Within this good practice are a few important policies. You are responsible to know the laws under which you operate. Among those is the



Landlord/tenant laws of the state, with additional laws, rules and regulations from the federal government to localities. Members now have resources at their disposal to get legally reviewed and sufficiently legal and enforceable. Many of the documents we provide members are backed by a guarantee of legal correctness.

D. **Report.** Good data, good intelligence, regular reporting on key areas of operation can help you grow your business and make it stronger. Having access to good data allows the network to assist members identify trends and patterns that may affect their operations and their bottom line. Having good data on outcomes helps us respond quickly and with authority should false or negative claims be brought against any of our members and their homes. Members will be required to submit certain reports based on their membership and resident population. You can find a listing of the reports in the procedures section below.

Operating Procedures

1. ***Activate and maintain a network membership account.** [GSuite](#) is an email and document sharing service provided by us at no added charge. Use of it requires you to have an email address under one of our domains. Information and sign up will be provided you soon after acceptance of this agreement.
2. ***Maintain sufficient liability insurance for your properties and provide annual documentation.**
3. ***Follow guidelines for resident privacy and sensitive document security.**
4. ***Use our common terms regarding home classifications, people living in homes and other terms to protect your rights under federal, state and local laws.**
Non-compliance may impact our ability to provide you with our legal resources and services provided to members.



5. *Immediately report to appropriate authorities any event of an emergency where life or property may be at risk.
6. *Report any incident of violent crime in the home to the network within 5 days of any occurrence.
7. *Schedule a healthy homes consultation and home inspection annually. Must be completed within 14 months of your previous inspection. Follow the guidance of the consultant in the post-inspection report.
8. *Managers and house leaders are required to be registered with the network and take the required training. New people must register with the network within 5 days of taking the position. Current managers/leaders are required to register within 5 days of the date of this signed agreement.
9. If a resident requests mediation assistance from our organization, be available and cooperative with the mediator (s). Mediation is not punitive. Its purpose is to help both sides find common ground and seek mutually beneficial solutions.
10. *Complete Reporting requirements

Member Reporting requirements

- *Bi-annual resident census.
- *Bi-annual eviction/resident exit report
- *Report deaths and crimes in homes
- Report incidents involving police or code enforcement.
- *Regularly report current information about your home to the network that is in public view. (e.g. pricing, beds in the home, etc).
 - Minimum benchmark requirement: Quarterly
- *Provide annually your house rules, resident agreements and applications to the network for legal review or confirm your use of our approved forms.
- Other reports as required/updated



Help yourself and help others.

- Create a space and time for regular engagement between residents to share concerns and compliments, ask questions and get to know one another. This is often a weekly house meeting.
- Seek immediate help if you become overwhelmed or feel you yourself are in danger of relapse or committing harm to yourself or others.
- Encourage all residents to maintain an active program of recovery
- Address concerns of residents promptly.
- Advise your managers and residents of the free mediation service available to homeowner and resident equally.
- Ask for help when physical, emotional or mental issues may impair their ability to function or fulfill their duties. Your welfare comes first.

Consequences & Enforcement

The 3 E's

Educate. Encourage. Enforce. This is the foundation of our philosophy based on our common goal of maintaining successful housing operations and positive living solutions for residents. It is our organization's requirement to provide you with the training, resources and tools and your responsibility to use them.

We resolve any issues first through mediation.

When a member of our organization is found to have violated any of the above code of ethics, after receiving appropriate notice and an opportunity to be heard, such violation may subject the membership of the individual to review and penalties. These penalties may include, but are not limited to:

- Actions authorized by the board of directors to suspend or terminate a membership



- Assess a fine.
- File a legal complaint against the offenders.
- Report suspected illegal activity to authorities.

If members have information about a violation of this code report it to the CEO or any member of the board of directors. You may do this confidentially and allow us to research and investigate. Self monitoring of our behavior is good business.

Items with * are required by all.

Pricing and terms

Membership is an annual commitment that may be paid monthly, quarterly, bi-annually or annually according to your needs. You may cancel your membership without penalty within 30 days of joining. If we fail to offer services as promised we will allow you to cancel your membership without penalty. For all other members, we consider your membership a tax deductible donation and we have a no refund donation policy. We offer services for both sober and supportive housing. The basic difference is that Sober Living is focused on people who are recovering from alcohol and drug addiction primarily. Supportive housing may provide housing and services in an alcohol and drug free environment but the residents may have other primary or co- occurring issues that require more or different structure and support than sober living homes.

Basic membership: for is \$99/month. \$75/month for homes with 6 or fewer residents
Additional homes: Add \$350 per home per year

Sober Living - Sober Living is focused on people who are recovering from alcohol and drug addiction primarily.

Supportive Living - Supportive housing may provide housing and services in an alcohol and drug free environment but the residents may have other primary or co- occurring issues that require more or different structure and support than sober living homes.



Member benefits

- Listing on our main website complete with a single web page, lead capture, 24 hour phone service, training of owners, operators, managers and lead residents.
- Legal review of all your documents
- Talk to a lawyer about civil and corporate issues at no charge.
- Access to UpLift Legal, Marketing, Money and other modules. Some additional fees for advanced assistance and benefits in each module may apply.
- Free mediation service to help resolve resident issues in member homes.
- Complete forms toolkit for resident applications, community guidelines, resident agreement and more.

Premium membership benefits (ask about pricing)

- Marketing assistance by professionals to help fill vacancies and build your brand.
- Listings on other UpLift websites
- Customization of forms
- Financial planning and budgeting assistance
- Use of our organization as your fiscal sponsor
- Ability to raise tax deductible contributions for rental assistance, home repair and more.
- Grant writing services.
- Web services, advanced analytics and viewer conversions.
- Graphic services

Discounts

- Save 20% by paying annually.
- Non Profit discount 20%.
- Refer a new member who joins and get a membership credit up to 3 months.
- Be a new member mentor or trainer and get 2 month membership credit.



Confirm Agreement

By signing below I acknowledge that I understand and and agree to abide by the code of ethics, the annual membership agreement, the policies and procedures of UpLift Housing Network provided herein, and as updated as well as any applicable licensing and business agreements. I understand and agree that these policies and procedures apply to all of my properties and those who are in our employ or act under the authority of the management whether or not compensated. Membership is understood to be an annual commitment which may be paid monthly or quarterly or with other payment plans.

For the Member:

Home/Company Name:

Authorized Signer Name:

Title:

Signature:

Date:

For the organization:

Tom McSorley
President/CEO

Signature:

Date: