



**RIO CONCHO TERRACE**  
**RESIDENT HANDBOOK**  
**FEBRUARY 2023**

Rio Concho Terrace  
403 Rio Concho Drive San Angelo, TX 76903  
325.658.2662

[rcterrace@rioconcho.com](mailto:rcterrace@rioconcho.com)  
[www.rioconcho.com](http://www.rioconcho.com)

Like us on Facebook at Rio Concho Retirement Communities

Welcome to the Rio Concho Terrace!

On behalf of the Board of Trustees, Executive Director, and Staff, we welcome you to Rio Concho Terrace.

Please take the time to read and refer to the information provided to help make your move here a smooth one. Our community manager is available to answer questions not addressed in our guide.

## QUICK REFERENCE

The Terrace Administrative Office (RCT) is staffed 24 hours a day, seven days a week.

Terrace Office Phone: 325-658-2662

Beauty Shop – Karen Magee

Open on Wednesday, Thursday, and Friday

Call 655-1743 to schedule an appointment and for pricing.

### Attire

Everyone is asked to be dressed for the day when leaving their apartments. Please do not wear socks, pajamas, housecoats, curlers, or bare feet in the common areas.

Cafateria opens:

Breakfast: 7:30 AM – 8:00 AM

Lunch: 11:30 AM – 12:00 PM

Supper: 5:30 PM– 6:00 PM

## Table of Contents

Absence, Mail, Dining, Tray Delivery, Lobby Areas, Lounge Areas, Patio	5
Covered Parking, 10 Min Parking, Repairs & Maintenance, Repairs and Alterations, Terrace Security Deposits	6
Telephone, TV Cable, Internet, Transportation, Recreation	7
Cooking, Beauty Salon, Entry/Exit Doors, Smoking, Elevators, Notary, Copies, Security, Firearms, Tornado, Fire plan	8
Guests, Caregiver policy	9
Laundry, Housekeeping	10
Personal Care, Hoarding	11
Resident Lease Agreement Termination	12
Pets	13
Emotional Support Animal Policy	14-18
Signature Page	19

### ABSENCE

If you plan to be out for the day or be absent for meals, please let the office know. If you plan to be gone for a lengthy visit or outing, please notify the office staff so that if an emergency occurs, we can contact you.

### MAIL

Outgoing mail slot and all mailboxes are in the lobby of the first floor next to the office. Each resident will have a key to their box with the number matching their room number. Mail is delivered Monday through Saturday and a sign is posted when the mail has been delivered. All packages and registered mail will be left at the office and may be picked up at any time. The Terrace front office can assist those who wish to send packages and purchase stamps.

### DINING ROOM

Resident meals are served from 7:30 a.m.-8:00 a.m., 11:30 a.m.-12:00 noon and 5:30 p.m.-6:00 p.m. Guests will be served after RCT Residents, and they will be directed when to enter. Ordinarily, a line forms before meals as residents enjoy visiting with one another. Those using wheelchairs and scooters should line up to the right. Those using walkers and everyone else to the left. Please keep in mind the Terrace is not assisted living nor a nursing home so we do not follow dietary guidelines as a nursing home does for special diets. Terrace offers dine in food service only. No takeout or to go containers are permitted. Only trays requested via the office and delivered by Terrace staff will be allowed. At any time before or in between meals the Terrace does not serve, deliver, or purchase snacks or drinks on your behalf. If you desire a snack the Terrace store has a variety of sweet and salty snacks available for residents to buy at a nominal fee. Guests from the other Rio Concho Communities are encouraged and welcome to join in any meal for a fee.

### TRAY DELIVERY

Meal tray delivery is available for any meal for a charge of \$3.00. If a resident is on subsidy tray charges still apply. **Monthly charges are closed out on the 20th of each month and any charges after are added to the next month's billing cycle.** Courtesy of Terrace management, tray delivery is provided at no-charge for seven consecutive days following any hospital or rehab stay. Unused tray delivery cannot be used at a later date.

### LOBBY AREAS

The Terrace has three lobby areas for the use of residents and their families and scheduled activities. Please do not bring any beverages or food to lobby areas.

### LOUNGE AREA

The lounge room is open 24/7 for resident use and is located on the first floor. Coffee will begin brewing at 5am in the lounge. All common area televisions are connected to the extended cable package for your enjoyment.

### PATIO AREA

The outside patio is available for the use of residents, their families, and scheduled activities. It is also available for private parties for a \$25.00 fee. Please inquire at the office to schedule. No bird or stray animal feeding is allowed on the Patio or in front of the building or sidewalks.

### COVERED PARKING

The fee for carport parking if available is \$15.00 per monthly. The monthly Terrace carport fees are not pro-rated. The primary purpose of the carport is to provide covered parking for resident vehicles for residents of Rio Concho Terrace. Terrace residents shall have first priority for the rental of Terrace carport spaces. If no Terrace resident is currently wanting or waiting for a carport space, then one Terrace carport may be rented by a Terrace family member with the understanding that should a Terrace resident request a carport space the non-resident will vacate the space to allow it to be used by a Terrace resident. If there is no Terrace resident or Terrace family member wanting or waiting for a Terrace carport, then the Terrace carport may be rented by a Manor or Patio Home resident temporarily with the understanding that should a Terrace resident or Terrace family member request a carport space the non-Terrace resident will vacate the space to allow it to be used by a Terrace resident. No other items other than a vehicle are to be stored in the parking space. All vehicles must be properly maintained, and all vehicles must have current proper registration.

### TEN MINUTE PARKING

Visitors, sitters, and guest must park in the open parking spaces provided in the lot at the North side of the Terrace. The four spaces directly in front of the Terrace are for picking up and dropping off residents only. Please advise your guests to leave the four front-door parking spaces and the fire lane open. Handicapped visitors and guests will be accommodated by the manager as needed.

### REPAIRS AND MAINTENANCE

All requests for maintenance must be made by calling the office staff (325-658-2662) or by stopping in at the office at your convenience. Workorders will be fulfilled in order of importance not by when the workorder was placed. Our maintenance worker is not a mover. Please obtain your own moving services for move in/out. **Regarding move outs a standard cleaning fee will be taken out of your security deposit according to the size of your apartment. Cleaning fee: studio \$50, 1 bedroom \$100, joined studio \$150, two bedroom \$200, cottage \$200.**

### REPAIRS AND ALTERATIONS

Management will make when needed, in its opinion, any alterations, repairs, replacements, or restorations in and about the Terrace or any of its fixtures or equipment. Resident shall notify management of the need of any such alterations, repairs, replacements or restorations. Resident shall not, without the prior written consent of management, make any such alterations, repairs, replacements or restorations.

### TERRACE SECURITY DEPOSIT

Security deposits at the Terrace are equal to the amount of first month's rent. A security deposit must be paid to reserve or secure an apartment and must be paid prior to moving into the apartment, this includes internal transfers. Security deposits will stay on file for the entire period you occupy the unit. Once you have moved out the security deposit will be primarily used for the turnover maintenance of the unit and may also be used to pay on any balance you have at the Terrace. Maintenance repairs to the unit are at the discretion of the Community Manager. I understand that receiving any deposit refund is not guaranteed. I agree to forfeit 50%(half) of the security deposit, if you have decided for any reason not to move into the Rio Concho Terrace apartment. Any modifications to this policy must have written approval from the Terrace Community Manager

### TELEPHONE

Telephone service may be obtained via Optimum at 844-874-7558.

### TV CABLE SERVICE

Basic cable is provided to you in your room and covered by your rent. Should you desire extended cable or premium channels, you can order those services by calling Optimum at 844-874-7558. They will bill you separately. Satellite service is unavailable in our building. For those who do not wish to upgrade the cable in their apartments, all common lobby areas TV's have the extended package available for your enjoyment.

### INTERNET

The Terrace does not provide internet however there is free guest Wi-Fi within the first-floor lobby area only. If you desire internet in your room, you can order those services by calling Optimum.

### TRANSPORTATION SERVICES

RCT offers complimentary shuttle car service to and from medical appointments between 8:00 a.m. and 3:30 p.m. These rides may be scheduled at the Terrace front office. Rio Concho staff is not authorized to make, change, cancel, or attend medical appointments. Staff does not wait with the resident during their appointment.

Personal Transportation may be scheduled weekdays between 9:00 a.m. and 3:30 p.m. within the San Angelo city limits with 24-hour advanced notice. These rides are scheduled through our Terrace front desk. These may be paid at the time of service or charged to the room. One way: \$5.00. Round Trip: \$10.00. **Monthly charges are closed out on the 20th of each month and any charges after are added to the next month's billing cycle.**

Transportation is offered weekly to shopping centers, please see the monthly activity calendar for the dates. Residents may sign up to go at the office.

### RECREATION SERVICES

A full-time Activity Coordinator is on staff and coordinates all social activities schedules. Everyone is encouraged to participate in the wide range of activities available for your enjoyment. A monthly newsletter with calendar is provided to each resident. Private parties may be arranged through the Activity Director.

### COOKING

Electric heaters, hot plates, ovens, and pressure cookers are not allowed in our apartments.

### BEAUTY SALON

The beauty salon is located on the first floor. Full services are provided to include manicures and pedicures and pricing is set by the salon operator. The beauty shop is open Wednesday, Thursday, and Friday and residents schedule their own appointments 325-655-1743.

### ENTRY/EXIT DOORS

Residents, visitors, and staff must use the front door for entry and exit of the building. All other doors are for emergency use only. Only one walker, wheelchair, or scooter are allowed outside your door.

### SMOKING

The Terrace is a Smoke Free facility. Smoking is only allowed outside 15' from patio entrance or corridor per city ordinance.

### ELEVATORS

Three elevators are provided for your convenience. The two primary resident elevators are in the main lobby area and one large service elevator at the end of the hall as you enter the buildings front door. Elevators are inoperable in fire situations.

### NOTARY PUBLIC

A Notary is available free of charge for our residents during normal business hours.

### COPY MACHINE

Black and white letter and legal sized photocopies may be made at the office for \$0.25 cents per page.

### SECURITY

The Terrace Staff provides the day and evening security duties. A Security Guard patrols our campus daily from 9:00 p.m. to 5:00 a.m. and checks in with the Terrace staff on the hour. They are also in contact should they be needed. RCT staff monitors the interior common areas and corridors throughout the night.

### FIREARMS

Firearms are not allowed within our building by law.

### TORNADO CONDITIONS

In the event of a Tornado Alert Siren or Actual Tornado condition, immediately move away from windows. Residents will be asked to come to the first floor and assemble in the inner hallway leading to the dining room. If you are unable to hear the siren, our staff members will personally contact you to ensure you receive the notification and move to a safer location.

### FIRE PLAN

When our main Fire Alarm sounds, the Fire Department is automatically dispatched. All hall-way doors automatically close to compartmentalize any fire and Elevators are disabled. Our building is also equipped with smoke detectors and a sprinkler system. The Fire Chief advises residents stay in their rooms or stairwell landings until evacuated by the Fire Team. Although no building is fire-proof, our no smoking – no stove cooking in the rooms policy has enhanced your safety. We are fortunate we have never had an actual fire here however, we must all be prepared should a fire occur.



## GUESTS

A limit of two guests per apartment may stay overnight at the Rio Concho Terrace. Rio Concho Terrace defines overnight as 8:00 p.m. to 8:00 a.m. Guest may stay a maximum of 14 days in a six-month period or 7 nights consecutively on the property. Any guest residing at the property for more than 14 days in a six-month period or spending more than 7 nights consecutively is in violation of Rio Concho Terrace policies. Any violation of the Rio Concho Terrace policies may result in termination of the resident's lease and tender any rent therefore paid on account of the then unexpired term and Tenant will then surrender the apartment to Rio Concho Terrace. At the discretion of Rio Concho Terrace, it may allow a new tenant to be added to the lease however, Rio Concho Terrace may increase the rent any time a new tenant is added to the lease.

## CAREGIVER POLICY

When a resident requires a live-in care giver the following policies will apply:

- a. There must be a written certification from a physician that a caregiver is needed;
- b. No more than one live-in caregiver may be present at a time;
- c. No family members of a caregiver may stay overnight in the residence if not otherwise allowed by Rio Concho's rules;
- d. The presence of the caregiver does not alter the provisions on visitors, except that the caregiver is excepted from the visitor provision;
- e. All rules regarding visitors shall apply to a caregiver's relatives, whether or not the caregiver or caregiver's relatives are related to the Resident;
- f. The caregiver is ignored for purposes of when the unit is vacant or must be released;
- g. The caregiver acquires no rights to remain in the residence in the event the resident vacates; and
- h. The caregiver and his/her employer, and the resident, must sign an agreement that requires the caregiver to abide by all requirements of Rio Concho's rules and regulations for occupants except for age limits

Caregiver agreement will be placed in the resident's file.

## LAUDNRY

Full laundry facilities are available on site. Each resident is responsible to do their own personal laundry. Terrace cannot launder bedspreads, blankets, quilts, duvets, pillows, comforters, personal clothing or plastic lined fitted sheets. Washers and dryers are located on the first-floor laundry room. The machines are coin operated machines at \$0.75 per cycle. An iron and board are available for your use. When not in use by Terrace housekeeping a commercial washer and dryer are available to use at a rate of \$1.50 per cycle. Please pay the commercial washer and dryer fee to the Terrace front office. Rio Concho Terrace provides complimentary laundering of flat and fitted sheets without the plastic lining, and bath linen. Flat sheets, fitted sheets, and bath linens will be picked up on the day your apartment is cleaned and will be delivered the next morning. The Terrace may wash your bath rugs but will not be held responsible for replacing the item if damaged. Residents may utilize outside laundry services and dry-cleaning services for personal clothing through our partnership with Holiday Cleaners. This cleaning service is billed on the monthly statement. Prices will vary. The Terrace office can provide residents with further details.

## HOUSEKEEPING

Housekeeping is done once a week. If you deny housekeeping when they arrive at your apartment you forfeit your housekeeping for the week. Management may have to move your housekeeping to a different day if your housekeeper is out sick or if your housekeeping day falls on a significant holiday. Between housekeeping days, you are responsible for taking out your trash bags and cleanup of any spills or accidents within your apartment. It is your responsibility as the resident to put your general trash and used facial tissue, toilet paper, wipes, pads, depends, and bed pads in the trash and not left on the floor or around the apartment for housekeeping to put in trash bags for you. On housekeeping day, the housekeeper will throw out the trash bags in your apartment and will do light trash pickup. Housekeeping will not be responsible for cleaning a fridge other than the refrigerator the Terrace provides with the apartment. Housekeeping is not responsible for washing your dishes. Once a week housekeeping consists of light dusting and wiping of counters and tables. Sweeping, vacuuming, and or moping the floors. Throwing out the trash and cleaning the bathroom and dressing the bed with your clean linens. Housekeeping is not responsible to dispose of human waste that is left in the shower, on clothing, or tossed on the floor. Human waste or used toilet paper must be disposed of by the resident in the toilet or in a tied trash bag. Used bed pads, depends, or feminine products must be put in a tied trash bag and taken to the trash bin daily. There are trash bins located on each floor in the mechanical room for residents to throw their tied trash bags. If you have any questions, please speak with the community manager.

### PERSONAL CARE ISSUES

Should you require assistance with managing medications, bathing, or other personal requirements you may engage home health agencies or nursing health care workers if you choose. To help you find and acquire assistants the Terrace invites you to speak with our Terrace Resident Liaison so she can assist you in finding the services you need. Residents must be able to keep a healthy state of hygiene and keep their room in a sanitary condition. Fecal matter that cannot be flushed in a toilet must be disposed of in a trash bag and tied and thrown away within the same day. This includes used facial tissue, wipes, toilet paper, depends, and bed pads. Trash bins are located on each floor in the mechanical room. Please take out your trash containing fecal matter, depends, and beds pads daily. Allowing this type of waste to stack up will not be accepted. It has become an unhealthy sanitation issue. On housekeeping day, the housekeeper will throw out the trash bags in your apartment. Clothes or undergarments with human waste must be removed and disposed of properly before use of Terrace laundry machines. Clothes and linens with urine must be prewashed or put through a rinse cycle before beginning a complete wash cycle. Rio Concho Terrace is an independent living community. No personal care or medical services are provided. For further information please consult your lease agreement or the Community Manager.

### HOARDING

No hoarding will be tolerated. Hoarding cases are left to the discretion of the manager. Air conditioner and heat units should be kept free of clutter.

## RESIDENT LEASE AGREEMENT TERMINATION

The lease agreement may be terminated by the Resident at any time by the giving of thirty (15) days written notice of termination in which event the return of the rent payment to the resident shall be governed by the provisions of the lease agreement.

**The Board of Trustees of Rio Concho, Inc. may terminate the lease agreement of a Terrace resident if one or more of the following conditions exist:**

1. Non-payment of rent in accordance with the provisions set forth under the heading "Lease".
2. Inability of resident to live independently and the refusal by resident and/or resident's responsible party, to provide adequate alternate in-home care.
3. When the resident's physical or mental health creates a situation that is a danger to him/herself or others.
4. When a resident becomes incontinent and fails to take the necessary precautions to prevent odor and/or damage to the unit.
5. Abuse and/or intentional damage to one's Terrace apartment or any other property belonging to Rio Concho, Inc.
6. When resident becomes a constant disturbance to other residents and/or disrupts the lifestyle of the community.
7. Failure of resident to adhere to the guidelines and policies as set forth by Rio Concho, Inc.
8. Failure of resident to adhere to the terms and conditions as set forth in the lease agreement between the resident and Rio Concho, Inc.

It is not the intent of the management or the Board of Trustees of Rio Concho, Inc., to remove any resident from his/her apartment, but potentially dangerous and/or harmful situations must be considered by the management and the Board of Trustees of Rio Concho, Inc. If, in the judgment of management, any of the above listed situations should occur, the resident and/or the resident's responsible party will be contacted in an attempt to correct the problem, if possible. If no solution is possible, action will be taken in accordance with Paragraph 4.B. of the lease agreement.

## PETS

Except for the certified therapy or approved emotional support animals, pets are not allowed overnight. Friends and family may bring pets while visiting in between 9:00 a.m. and 4:00 p.m. No pets are allowed in the dining room. All pets must be on a leash, held, or in pet carrier when out of your apartment. The pet rule does not apply to the Cottage out-building.



# Emotional Support Animal Policy

Rio Concho Terrace does not allow pets in our community with the exception of Service Animals and approved Emotional Support Animals. A service animal means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Tasks performed can include, among other things, pulling a wheelchair, retrieving dropped items, alerting a person to a sound, reminding a person to take medication, or pressing an elevator button.

Emotional support animals, comfort animals, and therapy dogs are not service animals under Title II and Title III of the Americans with Disabilities Act. Other species of animals, whether wild or domestic, trained or untrained, are not considered service animals either. The work or tasks performed by a service animal must be directly related to the individual's disability. It does not matter if a person has a note from a doctor that states that the person has a disability and needs to have the animal for emotional support. A doctor's letter does not turn an animal into a service animal. Service animals as defined by the ADA are welcome at Rio Concho without restrictions. All other animals are considered support animals and are allowed at our community under the following guidelines.

Residents requesting an accommodation for an Emotional Support Animal must submit appropriate documentation signed and dated by licensed medical provider that includes the following information:

- The resident's name.
- Whether the health care professional has a professional relationship with the resident involving the provision of health care or disability related services, and the type of animal for which reasonable accommodation is sought.
- If the animal is not a dog, cat, or other small domesticated animal is that is traditionally kept in the home, a statement detailing any unique circumstances justifying the resident's need for a particular animal.

After Rio Concho Communities has received appropriate documentation in support of an accommodation of an Emotional Support Animal the resident is responsible for submitting a signed Emotional Support Animal Procedure Acknowledgement and Information Form along with any other required documentation for final approval.

No emotional support animal will be permitted in Rio Concho Communities that:

- Is not approved by the Rio Concho Management
- Poses a direct threat to the health or safety of others
- Would cause substantial physical damage to the property of the Rio Concho or other residents.
- Would pose an undue financial and administrative burden to Rio Concho
- Would fundamentally alter the nature of Rio Concho Retirement Communities operations

All approved emotional support animals must comply with applicable laws regarding animals and their treatment and care and also meet the following standards:

- All required immunizations must be up-to-date and a copy of the immunizations must be submitted Rio Concho.
- Animals must be licensed, and a copy of the license submitted to Rio Concho.
- Animals must be spayed or neutered. A copy of the veterinarian's report must be on file with Rio Concho.
- Collars and tags must be worn at all times. Pets must be kept on a leash or in a carrier at all times when outside the residence. Animals must never be allowed to run freely.
- Animals must possess friendly and sociable characteristics. A specific animal can be restricted from the premises based on any confirmed threatening or territorial behavior.
- Pet obedience and training programs are highly recommended.

**Health, sanitary, safety, and disruptive standards must be maintained as follows:**

- An animal requires daily food and attention, as well as a daily assessment of their general health, behavior, and overall welfare. Residents are solely responsible for the daily needs of their animal.
- An animal cannot be left unattended overnight at any time. If the owner must be away, they must either take the animal with them or make arrangements for them to be cared for elsewhere.
- Emotional support animals must not be taken into the dining room, administrative offices, or common areas.
- Animal feces, defined any solid animal waste, including cat litter box contents, must be disposed of properly. It is the owner's responsibility to remove feces, dispose of it in a plastic bag, and then place that bag in the garbage dumpsters outside. Animal feces may not be disposed of in any trash receptacle or through the sewer system inside the building. Residents with dogs must immediately remove feces and dispose of it in the garbage dumpsters outside. Residents with cats must properly maintain litter boxes. In consideration of the health of the cat and occupant of the apartment, cat litter box contents must be disposed of properly and regularly. The litter box must be changed with new cat litter regularly as outlined by the manufacturer. Rio Concho staff is not responsible for removing animal feces or changing litter boxes.
- Animal accidents within the apartment must be promptly and thoroughly cleaned up using appropriate cleaning products. The odor of an animal emanating from an apartment is not acceptable. Regular and routine cleaning of floors, kennels, cages, and litter boxes must occur. Rio Concho staff is not responsible for cleaning up after animal accidents.
- Any flea or pest infestation must be attended to promptly by a professional extermination company at owner's expense. Owners are expected to promptly notify Management and arrange for extermination when a flea or pest problem is noted. Animal owners may take some precautionary measures such as: flea and pest medications prescribed by veterinarians, flea and tick collars, taking your animal to the veterinarian for flea and tick baths. Because not all of the precautions listed here can prevent flea and tick infestations, the owner is responsible for any extermination costs associated with their animal.
- Animals must not be allowed to disrupt others (e.g., barking continuously, growling, yowling, howling, etc.).
- Animals which constitute a threat or nuisance to staff, residents or property, as determined by Management, must be removed within seven (7) days of notification. If Management determines that the animal poses an immediate threat, animal control may be summoned to remove the animal. If the behavior of an animal can be addressed by the owner and the owner can change the behavior of an animal so that the pet does not have to be removed, then a written action plan must be submitted by the owner. The action

plan must outline the action that will take place to alleviate the problems and also must give a deadline as to length of time the plan will take. Any action plan must meet the approval of Management. The day after the deadline for removal from the apartment, Rio Concho staff will do an inspection to check damages and infestation and then the mandatory cleaning and extermination will be scheduled. Any animal owner found not adhering to the removal directive may be subject to lease termination.

- An animal must not be involved in an incident where a person experiences either the threat of or an actual injury as a result of the animal's behavior.
- The animal owner will take all reasonable precautions to protect staff and residents; as well as the property of Rio Concho and of the residents.
- The owner will notify Management if the animal has escaped its confines and is unable to be located within twelve (12) hours.
- All liability for the actions of the animal (bites, scratches, etc.) is the responsibility of the owner.

Violations concerning any of the aforementioned may result in the resident having to find alternative housing for the animal and, as warranted, may also result in a resident being in breach of their lease contract.

### **Cleaning and Damages**

- When the resident moves out of his/her apartment, or no longer owns the animal the apartment will be assessed to determine if damage to Rio Concho property is attributed to the animal. Rio Concho maintains the right to conduct apartment inspections for the purpose of assessing damage caused by the animal or otherwise determine the resident's compliance with this procedure.
- Damages and extraordinary cleaning caused by the animal are the responsibility of the resident. Replacement or repair of damaged items will be the financial responsibility of the owner.

### **Alternate Caregiver:**

Residents must provide the contact information for an Alternate Caregiver. The Alternate Caregiver will be contacted in the event of an emergency, if the resident cannot care for their emotional support animal due to illness/incapacitation, or if neglect or abuse of the animal is suspected. The Alternate Caregiver is responsible for fulfilling all obligations of the Resident set forth within this document for the entire duration of time that the Resident is unable to do so. When an Alternative Caregiver is needed, Rio Concho will make possible every attempt to contact the Alternate Caregiver. If this is not successful, local animal control may be contacted to have the animal removed.





## **Resident Statement for Approved Emotional Support Animals And Acknowledgement of Emergency Contact/Secondary Home**

As the resident caretaker for an approved animal, I have read and accept the Rio Concho Emotional Support Animal Policy, and make the following statements:

Initial next to each statement:

\_\_\_\_ I have provided a certificate signed by a licensed veterinarian, indicating that my animal is up-to-date on all vaccinations and is spayed or neutered (as appropriate).

\_\_\_\_ My animal is licensed (as appropriate) and must wear a collar and tag at all times.

\_\_\_\_ My animal is house broken, well-groomed, odor free, and not infected with external parasites (e.g., ticks, fleas or lice).

\_\_\_\_ I understand that my animal must be on a leash at all times while on campus and additionally must be controlled by verbal commands.

\_\_\_\_ I understand that I am responsible for the daily care and well-being of the animal.

\_\_\_\_ I understand that my animal cannot be left unattended for an extended period of time and cannot be left unattended overnight at any time.

\_\_\_\_ I understand that I am responsible for the sanitary disposal of my animal's waste.

\_\_\_\_ I understand that my animal is not to be taken into the dining areas, administrative offices, or common areas except to pass through when entering or exiting the building.

\_\_\_\_ I understand that I am liable and responsible for my animal's behavior and activities, including property damage, and am personally responsible for any costs incurred.

\_\_\_\_ I understand that I must follow all procedures and requirements as outlined in the Emotional Support Animal policy.

\_\_\_\_ I understand that if the animal injures someone, I am responsible, and Rio Concho Communities is in no way liable.

\_\_\_\_ I have provided emergency contact information for an emergency/secondary home and understand that Rio Concho staff will attempt to contact my emergency/secondary home if needed for emergency, in the event I become unable to care for my animal, or if abuse or neglect of the animal is suspected.

\_\_\_\_ I understand that Rio Concho Communities reserves the right to re-visit this accommodation in the event that the animal becomes a nuisance and/or I do not follow the terms of the accommodation.

Resident Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Resident Printed Name: \_\_\_\_\_

Animal Name: \_\_\_\_\_

Animal Type: \_\_\_\_\_

The Alternate Caregiver will be contacted in the event of an emergency, if the resident cannot care for their emotional support animal due to illness/incapacitation, or if neglect or abuse of the animal is suspected. The Alternate Caregiver is responsible for fulfilling all obligations of the Resident set forth within this document for the entire duration of time that the Resident is unable to do so. When an Alternative Caregiver is needed, Rio Concho will make possible every attempt to contact the Alternate Caregiver. If this is not successful, local animal control may be contacted to have the animal removed.

#### CONTACT INFORMATION FOR ANIMAL'S EMERGENCY/SECONDARY HOME

Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Relationship to Resident: \_\_\_\_\_

Phone number: \_\_\_\_\_

Address: \_\_\_\_\_

## TERRACE RESIDENT HANDBOOK AGREEMENT

I/we acknowledge receipt of the RIO CONCHO TERRACE RESIDENT HANDBOOK, dated **February 2023**. I agree to read this entire document and adhere to the rules and procedures set forth.

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*Resident, Print Name*

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*Date*

---

*Resident Signature*

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*Date*

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*Resident, Print Name*

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*Date*

---

*Resident Signature*

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*Date*