



CERTIFIED HOSPITALITY HOUSE CHECKLIST

The CHH 2.0 program seeks to include verification of operational standards, which will bring substantial benefits to our industry, members, and, most importantly, the patients and caregivers we serve.

Below is a checklist for those hospitality houses applying for certification, showing documentation to be submitted demonstrating application of principles in seven (7) Categories — Facility Management, Guest Relations, Non-Profit Management, Human Resources, Internal Improvements, Emergency Management, and Operations Management.

*This is in addition to demonstrated continuing education in these areas. *

CEU CATEGORY AND REQUIREMENTS	EXAMPLES OF EVIDENCE REQUIRED
<p>Facility Management Hours Evidence of:</p> <ul style="list-style-type: none"> • An annual budget approved by BOD • House meets OSHA regs and is up to date on OSHA-related education • Proper insurance • Programs, program staffing credentials, and usage 	<ul style="list-style-type: none"> ○ Annual budget ○ Statement on OSHA compliance ○ Proof of liability insurance
<p>Guest Relations Hours Evidence of:</p> <ul style="list-style-type: none"> • Comfortable surroundings for guests. • Inclusion efforts such as diverse signage, literature, marketing materials, etc. 	<ul style="list-style-type: none"> ○ Photos of interior of House ○ Guest compliant or service concern form/process ○ Form, policies, signage, or marketing materials that take into account diversity
<p>Non-Profit Management Hours Evidence of:</p> <ul style="list-style-type: none"> • Review evidence of strategic plan • Review of success in fundraising. • Review of BOD minutes and assess BOD development activities. • Evidence of successful grants. 	<ul style="list-style-type: none"> ○ Statement of strategic plan ○ Statement of prior or current year fundraising summary amounts including events or grants ○ Listing of BOD members/titles ○ Example of BOD minutes

<p>Human Resources Hours</p> <p>Evidence of:</p> <ul style="list-style-type: none"> • Education program and policies • HR policies and procedures • Employee Handbook <p>DEI practices in recruiting, promotion and compensation</p>	<ul style="list-style-type: none"> ○ Training logs ○ HR policies and procedures ○ Employee Handbook ○ DEI practices, initiatives, policy
<p>Internal Improvements Hours</p> <p>Evidence of:</p> <ul style="list-style-type: none"> • House values employee wellness and provides time and access to programs that address self-awareness, compassion fatigue, team building, etc. 	<ul style="list-style-type: none"> ○ Documented wellness initiatives
<p>Emergency Management Hours</p> <p>Evidence of:</p> <ul style="list-style-type: none"> • Emergency plan and a schedule of when it is annually updated 	<ul style="list-style-type: none"> ○ House Emergency Plan ○ Statement that plan is reviewed annually.
<p>Operations Management Hours</p> <p>Evidence of:</p> <ul style="list-style-type: none"> • Documented standard operational procedures 	<ul style="list-style-type: none"> ○ Operational plan ○ Standard operating procedures
<p>HOUSE REVIEW CRITERIA</p>	<p>EXAMPLES OF EVIDENCE REQUIRED</p>
<p>CPR Certification</p>	<ul style="list-style-type: none"> ○ Documentation that at least half of the House’s staff is CPR certified
<p>A House Manager or Executive Director with at least 3 years of Management experience and at least one year of hospitality house management experience.</p>	<ul style="list-style-type: none"> ○ Organization chart and bio or c.v. of House Manager or Executive Director