Direct Resource Outreach & Placement System – Client

Terms and Conditions

These app store terms of use governs use of Direct Resource Outreach & Placement System – Client ("DROPS-C") application by you and any other person on whose behalf you accept these terms. This agreement forms a binding contract between you and ServiceNow when accepted by you. You accept this agreement by (1) accessing or using the store, (2) indicating acceptance of this agreement when it is presented online, such as by checking a box captioned with acceptance language or clicking an icon bearing an "accept" or similar legend or by otherwise electronically signing this agreement; or (3) exercising or purporting to exercise any of the rights granted to you under this agreement. The individual accepting this agreement on behalf of an entity represents that he or she has authority to bind the entity to these terms and commit funds on its behalf. If you do not accept this agreement, you may not use the app. You are contracting with DROPS and the City of Reno (in either case, "DROPS," "WE," "US" and "OUR").

Welcome to Direct Resource Outreach & Placement System: Client – DROPS-C, a mobile application dedicated to connecting you with essential services, community resources by keeping you in contact with your outreach worker. Please read these Terms and Conditions ("Terms") carefully before using the App.

By accessing or using DROPS-C ("App," "we," "our," or "us"), you agree to be bound by these Terms.

1. Eligibility

You must be at least 18 years old to use this App. In order to have a DROPS-C account, your account must be created by your outreach worker.

2. Purpose of the App

DROPS-C is intended to:

- Connect people experiencing homelessness with local resources.
- Facilitate communication between client and their case worker.

The App is not intended for emergency services. If you or someone else is in immediate danger or experiencing a medical emergency, call 911 or your local emergency number.

3. User Responsibilities

When using the App, you agree to:

- Provide accurate, current, and complete information.
- Use the App only for lawful and non-commercial purposes.
- Treat all users with respect and dignity.
- Not post harmful, offensive, or misleading content.
- Not impersonate another person.

We reserve the right to suspend or terminate access to any user who violates these Terms.

4. Privacy and Data
We care about your privacy. Our collection and use of personal data are governed by our Privacy Policy.

Sensitive personal information will only be collected and shared with explicit consent, and only for the purposes of delivering relevant services.

The app does not store or collect any user data. All of the user profile is in ServiceNow and is created outside of the app by a field agent of the City of Reno in person with a client (unhoused individual).

5. Third-Party Services
The App may link to or integrate with third-party services or websites. We are not responsible for the content, policies, or practices of any third parties.

6. Intellectual Property
All content in the App (text, graphics, logos, etc.) is owned or licensed by DROPS and is protected by intellectual property laws. You may not use, copy, or distribute any part of the App without our permission.

7. Disclaimers
The App is provided “as is” and “as available.” We do not guarantee that:

- Services listed will be available at all times
- Information provided by users or third parties is accurate
- The App will operate without interruptions or errors

We are not liable for any harm or loss resulting from use of the App or reliance on its content.

8. Limitation of Liability
To the fullest extent permitted by law, DROPS-C shall not be liable for any indirect, incidental, special, or consequential damages arising from your use of the App.

9. Changes to the Terms
We may update these Terms from time to time. We will notify users of significant changes through the App or via email. Your continued use of the App after changes are posted constitutes acceptance of the new Terms.

11. Contact Us

If you have questions or concerns about these Terms, please contact us at:

City of Reno, Clean and Safe
Email: cleanandsafe@reno.gov