

FAMILY HOUSE



Guidelines

Welcome to Family House. This booklet is provided as a guide to general procedures and local information. Detailed information is printed in the *Guest Handbook* located inside every guest room.

Welcome...Bienvenido...Benvenuto

www.familyhouse.org

In Case of Emergency

Please familiarize yourself with the emergency exit diagrams found on the inside of your bedroom door. Instructions for calling 911 are found in the Guest Handbook. Alert the Manager of any emergency. In case of fire, use the stairway, **not** the elevator.

Policies and Procedures

Family House regards the safety of our guests as a main priority. Therefore, patients must have a responsible caregiver over the age of 18 with them at all times during their stay. A complete copy of Family House Policies is located in the manager's office.

Building Access

All four houses are accessible 24-hours a day by means of an access card. The security alarm is activated from 10:00 p.m. - 6:30 a.m., and a Manager is in the office or at the front desk from 7:30 a.m. until 10:00 p.m.

Linens and Towels

Clean linens and towels are placed in your room prior to check-in. You are responsible for making your bed and placing your used linens and towels in the "Soiled Linen" room prior to check-out. Clean towels are provided at a maximum rate of every third day and should be requested from a volunteer between the hours of 10:00 a.m. and 8:00 p.m.

Kitchen

Refrigerator basket and cabinet space are assigned to each guest room. Refrigerated food must be stored in the basket. Label freezer food with your name/room number prior to storage. Your space will have the same number as your room. Please remove unused items upon check-out. Guests are expected to clean up after themselves in the kitchen, hand washing pots and pans and using the dishwasher for sanitizing dishes, glasses and flatware.

Food and Beverages

Eating and drinking are not permitted outside of the designated kitchen and dining areas. This includes no food or beverage in guest bedrooms.

Dining

There are a variety of restaurants nearby that are listed in the Guest Handbook. Maps of the area are available from the Manager or the volunteer. You may also have food delivered.

Smoking

Family House is a smoke-free residence. Smoking is only permitted in the designated area out-of-doors. Please ask a Manager or volunteer for the location of this area.

Alcoholic Beverages, Illegal substances, and Weapons are prohibited at Family House.

Prevention of Infection

Patients with suppressed immune systems stay at Family House. Therefore, we need to be careful about the spread of infection. Hand washing and the use of the dishwasher are especially important. If you develop an infectious condition, the Manager must be alerted immediately.

Cleaning

Cleaning of bedrooms and bathrooms is the responsibility of the guests. The cleaning staff assists in cleaning guest bathrooms every third day.

Privacy Clause

I/we hereby acknowledge that Family House, Inc. has the right of access to my/our assigned guest room, and I/we hereby authorize access to said room by Family House, Inc. for the purpose of maintenance or inspection. I/we discharge Family House, Inc. from any liability as a result of access to the assigned room. Family House has the authorization to disclose and discuss potentially confidential medical information with any resident patient's health care providers.

Phones

Each guest room has its own phone number. Local outside calls can be placed by dialing 9 + local area code (412 or 724) + number.

Children

Children under the age of 17 must be supervised by an adult at all times.

Parking

Limited free parking is available on a first-come, first-serve basis. A parking permit given by our office **must** be displayed on your dashboard. Family House also provides discounted parking vouchers for most UPMC parking lots. See House Manager.

Manager's Office Hours

The Manager's office is open daily from 7:30 a.m. to 10:00 p.m.

Check-Out

Check-out time is by noon. Complete instructions for your check-out procedure are in your room. **Keys and access cards must be returned to the Manager upon check-out.** A slot in the office door is available if office is closed. Also, you may not leave your room unoccupied for more than two nights. Please call the Housing Office at (412) 647-7777 to place your name on our room request list for the date of your return.

Shuttle Service

UPMC provides a daily shuttle service to their hospitals. The shuttle schedules are available in the Guest Handbook and at the volunteer desk.

Guest Computers

A guest computer with internet access is available for guest usage.

Caution: Sending or receiving of offensive, discriminatory, racist, sexist, obscene or defamatory material is prohibited.

Public Areas

Family House requests that when in public areas you are dressed in street attire and wear shoes.

Anti Harassment

Family House does not permit harassment of employees, volunteers or guests.

Media

Media interviews are not permitted on Family House property without permission of the Manager.

Eligibility

Family House welcomes patient/guests that must stay in Pittsburgh due to medical necessity and/or treatment under the supervision of a Pittsburgh physician. When the Pittsburgh physician in charge of the treatment discharges the patients, they must return home. If an unusual circumstance occurs, please see your house manager.

Failure to abide by the Family House, Inc. guidelines will result in termination of the privilege to stay at Family House.