

Help Us Be Good Stewards By:

- * Turning off lights and TV when leaving your room.
- * Keeping your room temperature consistent and using the ceiling fan to help circulate air.
- * Using towels and sheets for more than one use to help us conserve water and laundry supplies.
- * Reporting any maintenance issues as soon as possible to help us expedite repairs.
- * Placing bed linens and used towels in your laundry basket prior to checking out.
- * Cleaning up after yourself when using the shared spaces in the house, especially the kitchen and dining room areas.
- * Smokers: Please do not discard smoking materials in the parking lot or landscaped areas. Use receptacles provided in the designated smoking areas.
- * We always appreciate an extra hand around the house. If you'd like to help clean up or fold laundry, let us know and we will happily put you to work and provide the necessary tools.



Policies and Information

Address:

**1970 Baldwin Lane
Winston-Salem, NC 27103
Phone: (336) 793-2822
Fax: (336) 283-9515**

Website:

www.familyhousews.org

**Wireless Network: SECU-Guest
Password: Welcome!**

**Alternate GPS Address:
101 Hospice Lane**

**WFBMC Patient Information:
(336) 713-2000**

**WFBMC Transportation:
(336) 716-7433**

**FMC Patient Information:
(336) 718-2000**

Transportation

WFBMC provides complimentary shuttle transportation for our guests to and from WFBMC and Forsyth Medical Center on a schedule. Guests should be at the designated pick up area at least five minutes prior to the scheduled pickup time. Schedules are available at the Welcome Desk.

Health of the House

Maintaining a healthy environment for the guests, volunteers, and staff is vital to our mission. Please notify a staff member if you are experiencing a medical condition that may be contagious to others in the house (symptoms may include fever, vomiting, diarrhea, etc). We will assess the situation and determine the best course to maintain a healthy environment.

Length of Stay

It is our mission to serve the needs of the patients and their caregivers during a medical emergency. Guests may stay up to 28 days as long as the patient is actively receiving treatment on an inpatient or outpatient basis. Families needing to extend their stay may apply for an extension beyond 28 days with the Director of House Operations. Extensions will be considered on a case-by-case basis.

Guests with Minor Children

All minor children, 17 years of age or younger, must be accompanied by their parent or guardian at all times and in all areas of the Family House.

Education Program

During your stay you may be asked to participate in our Education Program. This program is designed to help with the education of students and trainees working to become physicians, physician assistants, nurses, and chaplains. Participants are needed most Tuesdays and Thursdays from 7:00-8:00 pm. Please see the Welcome Desk for more information.

Safety and Security

- * Families wanting to add additional guests to their room must notify the staff person on duty for permission. Once approved, new guest information should be added to the families' sign in sheet and the new guest will be oriented to the house by the staff member.
- * Video cameras are located throughout the house in common areas recording all activity.
- * Should you or a fellow guest experience a medical emergency during your stay, please call 911 to request assistance and inform our staff person on duty as soon as possible so that they can help direct emergency personnel.
- * If you witness any behavior during your stay that causes you concern, please notify a staff person immediately for assistance.
- * No weapons of any kind are allowed in the SECU Family House building or campus.
- * No soliciting is permitted on the Campus of SECU Family House.

Welcome to SECU Family House

While you are a guest here, we hope that you will feel that this is your “home away from home”. Our staff and volunteers are here to assist you during your stay.

Keys & Sign-In Log

- * Each overnight guest is required to sign in and out as you return to and leave from the campus.
- * Keys must be turned in at the Welcome Desk when signing out and will be available for you when you return. There is a \$10 charge for lost keys.
- * Visitors are permitted between 9am and 9pm and should sign in and out on the families’ sign in sheet.

Emergency Evacuation

Please take time to look at the Evacuation Map located in your guest room and identify the nearest emergency exit and procedures.

Guest Directory

A Guest Directory is located in your room and provides additional information about the House and Winston-Salem. Please take a moment and review the contents after getting settled.

Housekeeping Information

- * Rooms will be cleaned after check-out for families with us 7 days or less.
- * For families with us more than 7 days consecutively, their guestroom will be cleaned once per week. For example, if the family checks in on a Monday for a longer term stay, their room will be scheduled for cleaning every Monday. Additional cleanings may be requested for a fee of \$15 per request.
- * Fresh sheets, towels and paper supplies are available at the Welcome Desk as needed. Soiled linens and towels should be placed in the white hampers located at the Welcome Desk for laundering.
- * Would you like to freshen up your room in between cleanings? Please see a staff member for any cleaning supplies you might need.
- * **Accidents happen.** Red biohazard bags are available in each nightstand and should be used to separate any sheets or towels that contain bodily fluids. Please place items in red bag, secure it, and bring it to the Welcome Desk for proper handling.
- * Our staff and volunteers work hard to keep the common areas clean. Cleaning up after yourself helps make this task easier for us.

Common Area Etiquette

- * **All guests are required to wear shirts, shoes, and appropriate attire when in all common areas of the House.**
- * We ask that all guests help us keep our House clean by eating only in the kitchen and dining room areas.
- * Providing a clean and safe environment is a priority. Please help us maintain a safe and sanitary House by cleaning up any spills immediately. For large spills, please get a staff person or volunteer for assistance.
- * Remember to follow the procedures for using the refrigerators and freezer. Label your personal items and help yourself to only those items that do not have another person’s name on them.
- * We check the refrigerators periodically and reserve the right to discard any items that are expired, not covered properly, or appear inedible.
- * Help us “be green” by rinsing and placing any recyclable items in the recycle bins in the kitchen.
- * Please pour any liquids down the drain before discarding cups or bottles in the trash.
- * **Do not pour grease down sink drains as it may cause them to backup.**

Smoking Policy

- * Smoking is not permitted anywhere in the house. This includes electronic smoking devices.
- * Smoking is only permitted in the designated smoking area located in the gazebo off the west patio. Guests using this space are expected to dispose of smoking materials in the smokers urn that is provided. To prevent a fire, please do not discard any other trash in the smokers urn.
- * Guests and/or visitors found violating this policy in the house will be charged an environmental fee of \$100 and will have to find other accommodations immediately.

Alcohol and Drug Policy

- * The possession and/or use of alcohol or illegal drugs anywhere on the SECU Family House campus will result in immediate removal from the house.

Quiet Times: 11:00pm-6:00am

- * All of the families staying with us are going through a stressful experience. Our goal is to provide a safe and peaceful environment for every guest to rest and recharge. In an effort to maintain this environment, we ask that all families respect the quiet hours from 11pm to 6am. During the overnight hours, please limit your time in the public areas and hallways and keep TV and radio volumes down to avoid disturbing the other families in the house.