

## **Emergencies**

- For all medical emergencies, call 911. For a non-medical emergency outside staff hours, please call 504.7514. This number is confidential and for guest emergencies only.
- There will be \$10.00 fee for lockout calls. You may have to wait up to two hours for a response to a lockout.

*If you are unable to comply with any of these policies, please consider alternative arrangements. Although it is not our wish, we do reserve the right to ask any guest to leave.*

*You cannot be here if we feel you are sick and pose a health hazard to either the staff or our guests.*

### **Important Telephone Numbers**

Baptist....284-5555  
Centennial....342-1000  
Parthenon Pavilion....342-1400  
Metro General....341-4000  
Saint Thomas....222-2111  
Stallworth Rehabilitation....320-7600  
Vanderbilt...322-5000  
Veterans' Administration....327-4751

### **Transportation**

Checker Cab...256-7000  
Greyhound Bus Line....255-3556  
Yellow Cab....256-0101  
Vanderbilt Shuttle....936-1216

## **Welcome to HHH!**

214 Reidhurst Avenue  
Nashville, TN 37203

Phone: 615-329-0477  
Fax: 615-250-3838  
Email: [info@hospitalhospitalityhouse.org](mailto:info@hospitalhospitalityhouse.org)  
Website: [www.hospitalhospitalityhouse.org](http://www.hospitalhospitalityhouse.org)

# ***Guest Policies***



### *Our Mission:*

To be a *home away from home* for patients and caregivers seeking medical care in Nashville hospitals by providing lodging, meals and other supportive services.

**Welcome to HHH!**

***Please read carefully before  
agreeing to abide by our policies.***

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*Welcome to HHH!*

**Hospital Hospitality House provides a ‘home away from home’ for families and patients who travel to Nashville for medical treatment. We strive to provide an atmosphere that is encouraging, supportive, loving and restful. All our policies are designed to maintain this environment for all our guests. We are always here to listen and support, and we do have social workers available at your request.**

### **Fee Policy**

- \$20 per night per room. Sliding scale fees are available based on need as determined by HHH.
- All guests staying over a weekend are asked to pay on Friday.
- Cash, personal check, MasterCard and Visa are accepted.

### **Room Policies**

- **Everyone who is occupying a guest room must complete a registration form. You may be asked to leave if you are housing someone in your room for whom we have no paperwork. \_\_\_\_\_ initial**
- Please notify us of your check-out plans as soon as possible, at least by noon on the day of your departure, and please release the room by 3:00 p.m.
- If you plan to return to HHH at some point in the future, please complete the check-out sheet indicating your return date. We cannot guarantee a room on that date, but we will hold your check-in sheet.
- Remember to call before 9:00 a.m. on the date you are scheduled to return to make sure we have accommodations available.
- Rooms are filled strictly on a first-come, first-served basis. No reservations are taken, and there is no waiting list.
- Please note, HHH will conduct weekly room inspections.

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*Welcome to HHH!*

### **Important Points**

- After the initial two-week period, one of our staff social workers will check in with you to discuss your situation and to help you anticipate and address the issues that may arise during a long-term hospitalization. Please note that participation in this process is mandatory.
- **No alcoholic beverages or illegal substances may be consumed on the premises or brought onto the premises. If you are under the influence of alcohol or other drugs, you will be asked to leave. No weapons of any kinds are allowed.** \_\_\_\_\_ initial
- Children between the ages of 12 and 18 are the sole responsibility of their parents or guardians. No child is to be left at HHH without a parent or guardian.
- You will be held responsible for allowing strangers into the building.
- No profanity!

### **Checking Out**

- Please return all keys and your room cleaning checklist to the main office when you check out. There is a \$20 replacement fee for lost keys/key cards or those not returned at check-out.
- If you check out after office hours, please leave your keys in your room.
- Put clean sheets and pillowcases on your beds before you check out.
- Put dirty linens (sheets and towels only) yellow bag in the hall if you check out after office hours.
- It is your responsibility to change your bed, clean your bathroom and vacuum your room before checking out.
- A cleaning checklist is provided in each room.



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*Welcome to HHH!*

### **Your Responsibilities**

- No more than 3 people are allowed to sleep in a room at any time. If we find that you are sleeping more than 3 to a room, you will be asked to leave.
- Televisions are allowed in the rooms but **MUST** be used with earphones. HHH does not provide televisions.
- Please unplug all electrical appliances, curling irons, etc. before leaving your room.
- Please try to be in by 10:00 p.m. each night. Sign in on the sheet by the front door.
- **Do not put wet or damp towels in laundry bags. Bring the laundry bag to the main office when filled with towels and sheets.**
- Sign in each night. If you neglect to sign in, we will assume you are gone and may give your room to someone else.
- Please note that during the first two weeks of your stay you are required to use your room on a daily basis. If an emergency arises that requires you to be away overnight, you must notify staff prior to your absence. Please know that you may be required to release your room.
- After the initial two-week period, paying guests who plan to be gone overnight can put a check mark in the column marked "Gone O/N" next to their signature on the Nightly Check In Register to alert staff of an absence if guests will be gone no more than one night per week in order to stay at the hospital. If you go home or need to be gone longer, please see staff first. Please know that you may be required to release your room.
- Nonpaying guests may not be gone overnight.

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*Welcome to HHH!*

### **Safety and Security**

- Be familiar with fire exits and extinguishers..
- **There is no smoking in the house!**  
Smoking is permitted in designated areas only. Do not smoke inside or at the front entrance. Dispose of cigarette butts in appropriate containers—**not on the ground.**
- Please keep your keys with you at all times. The door to your room locks automatically, and the front door is locked at all times. See the lockout policy on the back!
- HHH is not responsible for lost or stolen property or personal injury. If you encounter a problem, notify an HHH staff member.
- The gate on the parking lot closes each night at 10:00 p.m. and opens each morning at 6:00 a.m. In case of emergency only, the code number for the keypad on the gate is on the table by the front door. Enter it, and the gate will open for 45 seconds. Do not share the code with people other than guests of HHH.



### **Courtesy Considerations**

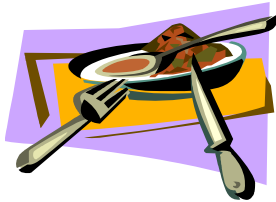
- All guests must be fully dressed in common areas—no curlers, bathrobes, pajamas, lounge-wear or bare feet.
- Please be mindful that others may be sleeping at any time, and keep noise to a minimum.
- Children under 12 are not allowed in the guest facility.
- Clean up after yourself.

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*Welcome to HHH!*

### Meals

- Food is provided for all three meals. You are responsible for preparing your own breakfast, lunch and weekend meals.
- Dinner will either be provided by a volunteer group or will be prepared by guests and staff Monday through Friday. Feel free to help out in the kitchen!
- Feel free to have one person who is not staying at HHH eat a meal with you. However, we cannot provide meals for more than one additional person.



- **You are responsible for cleaning up after yourself. Please make sure that the tables are wiped down and that dishes are in the dishwasher. We need all guests to pitch in to keep our room rates low!**
- **Please do not leave dishes in the sink. Feel free to unload the dishwasher when dishes are done.**
- Please note that every **Wednesday** a cleaning service will be on-site to clean the guest rooms' bathrooms. Please store any items that you may not want displaced during cleaning.
- **To contribute to a clean and healthy environment, no open food or beverages are allowed in the guest rooms. Please eat meals in the dining room.**

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*Welcome to HHH!*

### Laundry

- There are washing machines and dryers in the office building.
- Please make arrangements to do your laundry Monday—Friday, 8:30 a.m.—2:00 p.m., Saturday 9:00 am—Noon, or Sunday 1:00—2:30 p.m.
- Washers and dryers are free of charge, and laundry detergent is provided.
- Please be aware of others who need to do laundry as well, and don't use more than one machine at a time.



### Telephones

- There are telephones in all rooms. Instructions for using the phone are in the notebook in your room.
- If you need to make a long-distance call, please see HHH staff for a calling card.

### Transportation

- Transportation is provided by the Vanderbilt University Medical Center Shuttle to Vanderbilt Hospital only.
- The shuttle does not run on weekends or holidays. You will need to provide your own transportation on Saturdays, Sundays and holidays.
- If you have a patient in any other hospital, you will need to arrange for transportation. Talk to your social worker or patient affairs coordinator. Numbers for cab companies are on the back of this booklet.

# IMPORTANT INFORMATION REGARDING ACCESS TO THE HHH RESIDENCE

**Please note the following very important reminders and policies regarding the access code and how it should be used:**

- Remember the code! For security reasons, we ask that you not write it down where someone else could find it. However, if you do write down the code, do not include the name of the facility or what the code is for on the paper, and make sure you secure the paper where only you can access it.
- Do not share this code with anyone else! This code is provided **only** to those individuals who have completed registration paperwork on file in the office. Do not share it with your other family members, friends or visitors. Those people should not be in the residence without you. **If any person without paperwork on file is found using the code or in the residence unaccompanied, that person and the associated family will have to leave immediately.**
- If you are an HHH guest staying at the Hotel facility, please be respectful of those living in the residence. You have every right to the common areas (kitchen, dining room, living room, computer, courtyard), and we really want you to take advantage of all our services. Just please be quiet and respectful in the residence because families are sleeping just down the hall at any time of the day or night.
- The code will change monthly and as needed, so please be sure you are checking in daily with the office so that you don't miss important information.

**PLEASE DO NOT HESITATE TO CONTACT HHH STAFF IF YOU HAVE ANY QUESTIONS ABOUT THESE POLICIES.**