



HOSPICE OF THE WESTERN RESERVE

OUR MISSION

Hospice of the Western Reserve provides palliative and end-of-life care, caregiver support, and bereavement services throughout Northern Ohio.

In celebration of the individual worth of each life, we strive to relieve suffering, enhance comfort, promote quality of life, foster choice in end-of-life care, and support effective grieving.

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HOSPICE OF THE WESTERN RESERVE

Guide to Services and Amenities

Ames Family Hospice House





THIS GUIDE HAS BEEN CREATED to help familiarize you with the services and amenities available at the Ames Family Hospice House. We make every effort to provide the best possible care for patients and their loved ones. To maintain the comfortable setting and homelike environment, we ask that all visitors, family members and patients help foster an atmosphere of mutual respect and caring. Please observe these guidelines.

Should you have any questions or concerns, please call the appropriate person listed on the contact page or simply ask a staff member or volunteer to reach out to someone for you.

Please, make yourself at home. Thank you for allowing us to care for you and your family.

The Staff and Volunteers



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Ames Family Hospice House

30080 Hospice Way, Westlake, Ohio 44145-1077

hospicewr.org

Main Number	440.414.7349
Toll Free	835.281.5727
East Pavilion	440.414.7349
West Pavilion.....	440.414.7352

Care Unit Direct Dial Numbers

Clinical Team Leader	440.414.7356
Nurse Practitioner	<i>Please call the main number</i>
Volunteer Service Manager	440.414.7363
Moments to Remember / Volunteer Service Manager.....	216.287.8193
Facility Management Team Leader	440.414.7354
Director of Residential Services	216.383.3776
Physician	<i>Please call the main number</i>

QUESTIONS OR CONCERNS?

If you have any questions or concerns, please ask to speak with the Clinical Team Leader.

Your Suite and Available Services

Our private suites are designed for your comfort and convenience. We encourage you to make your suite look and feel as much like home as possible. Each suite has places to display pictures, planters, mementos and other personal items. Please keep the staff work area free from personal items and do not damage walls or furniture.

Guest seating is available in each suite. If you need additional seating, please contact a team member for assistance. Information on overnight accommodations for guests can be found on page 6.

Large glass doors and windows provide beautiful views. A nesting table located under the desk can be moved throughout the room. Feel free to use it for meals, games or a personal workspace. The closet is handicap accessible and may be used to store luggage. The private bathroom and shower located in each patient suite may be used by patients and their family members.

Personal Belongings Hospice of the Western Reserve, Inc. is not responsible for loss or damage to patient or visitor belongings or valuables. We encourage patients to have responsible family members take any valuables home with them. Belongings left at the hospice unit will be held for two weeks after the patient is discharged. Items not claimed after two weeks will be considered donations and forwarded to Life's Treasures Thrift Shop. If valuables need to be secured, there is a safe located in the closet in the suite. Directions for using the safe are located on the wall next to it.

Patient Wheelchairs and Special Needs

If you require the use of a wheelchair or any other special need, please contact a team member. Wheelchairs and equipment being used at home should generally not be brought in for use at the hospice unit, except under special circumstances.

Patient Spa Rooms and Showers Patient Spa Rooms are located on each Pavilion.

The large whirlpool tub features hydro massage jets to soothe sore muscles, relax joints and ease pain. The full immersion tub is easy to get in and out of and has an adjustable height and a hydraulic lift chair or mat. The room is equipped with blanket and towel warmers for extra comfort.

Patient showers are in patient suites. Additionally, large showers are in each Spa Room.

Spa sessions and showers are provided based on the patient's condition and plan of care. A clinical team member must accompany a patient using either the spa or shower. Please speak with a clinical team member to arrange a session.

Telephones The phones in patient suites and common areas are direct lines. Local calls in and out may be made at any time by first dialing area code then the number. For long distance calls, we suggest using personal cell phones, reversing charges, using a credit card or phone card or billing the call to a third party. Should these options not be available to you, please ask staff for assistance. Payment of these calls is the responsibility of the patient and family.

A phone to assist those with hearing impairment is available upon request. Please speak with a clinical team member if this is needed.

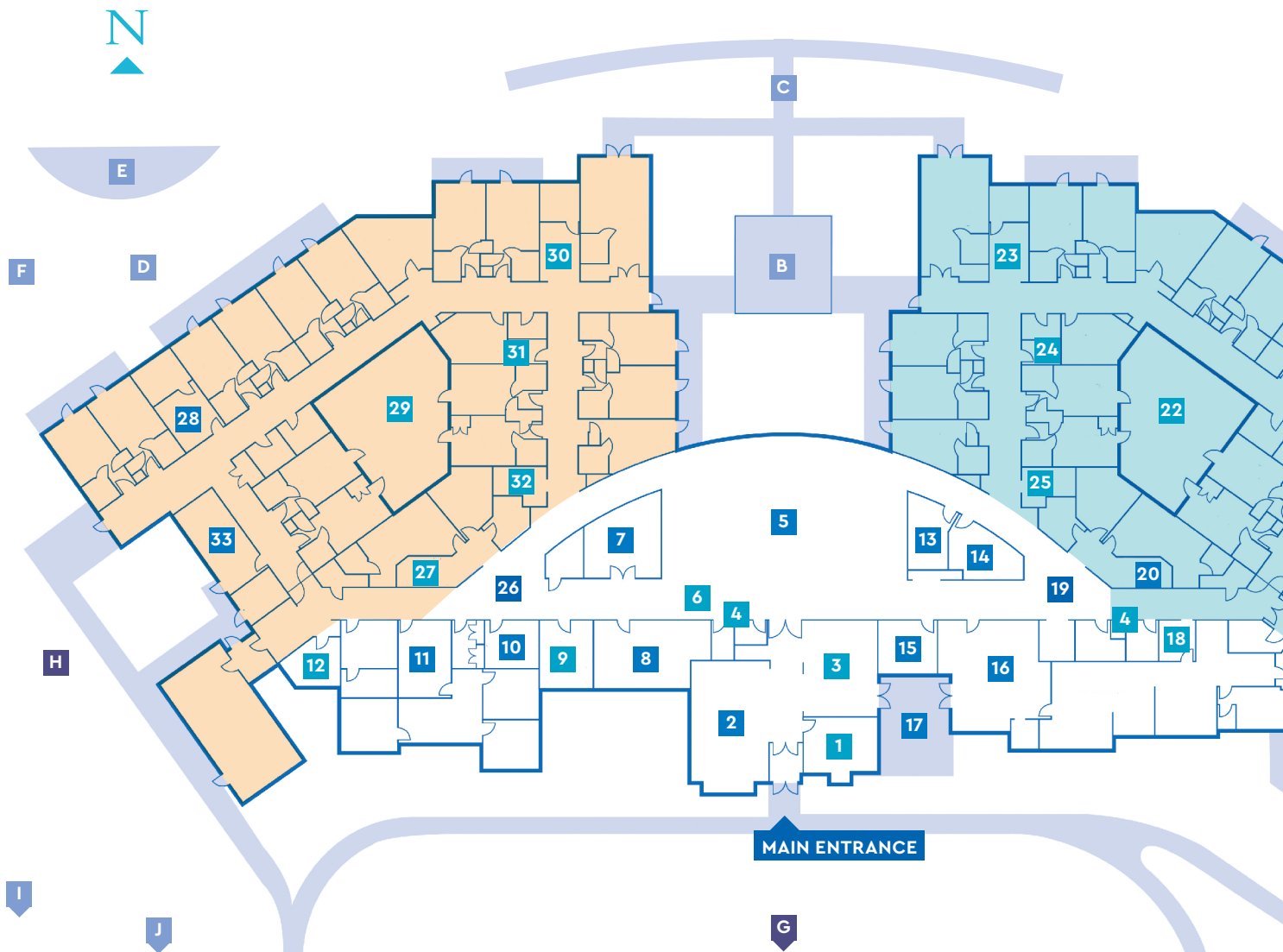
Interpretive Services If you need an interpreter, please contact a team member for assistance.

Media/Entertainment Each suite has a TV with cable services. CD/DVD/Blu Ray players and VCRs are available upon request. A selection of DVDs to borrow at no cost is available on each Pavilion.

Internet Access Wireless internet is available to all patients and families. If you have a problem accessing the open guest network, please contact a team member.

Heating and Cooling Each private suite has an individual heating/cooling unit. In the winter, please keep your unit set to at least the lowest heat setting to prevent it from freezing. In warmer weather, feel free to open the window or door to the patio or courtyard. Please turn off the air conditioning and close the interior door to your suite.





Newspapers are available at no cost in the Prentiss Great Room.

Mail Patients may send and receive mail at the House. If possible, please ask senders to include the patient's suite number. Outgoing stamped mail can be dropped off at the East Pavilion Team Center Desk.

Housekeeping Hospitality staff will clean your suite daily. If you have a special need, please contact a team member.

Pets are valued members of families and are welcome at the House. Please keep pets on leashes or bring them into your suite in a pet carrier. Pets can be walked/toileted in the grassy area at the east end of the building or along the trails. Please be considerate of others and pick up after your pet. Pets may be prohibited from visiting patients with infections. Please do not bring sick animals to visit until they have recovered.

Going Outdoors All patients and visitors are welcome to enjoy our beautiful and peaceful grounds. You'll find paved walking paths, outdoor dining areas, courtyards, patios and outdoor seating. Please do not remove outdoor furniture from its location. Team members are happy to assist with extra seating. Please see page 9 for more information.

The House is designed to allow patients to go outside in wheelchairs or even in their beds. Please let a clinical team member know when you are going outside. They will gladly assist when necessary.

Leaving the Facility Patients who are Residents who are able to leave the inpatient unit may do so after informing their nurse. The inpatient unit physician or nurse practitioner will be consulted to determine if a patient's medical condition and treatment will allow them to leave the unit safely. If you intend to be gone for more than eight hours or need medications prepared in advance, please give our staff a 24-hour notice. This will let our staff prepare

FINDING YOUR WAY

Ames Family Hospice House

INSIDE THE BUILDING

1. Study
2. **Frankino Living Room**
3. Family Kitchen
4. Family Bathrooms
5. **Prentiss Great Room**
6. Information Kiosk
7. **Turben Meditation Room**
8. **Robertson Art Studio**
9. Music Studio
10. **Simpson Exercise Room**
11. **Milbourn Family Conference Room**
12. Smoking Room (Patients only)
13. **Dickenson Family Teen Room**
14. **FirstMerit Foundation Children's Play Room**
15. **KeyBank Volunteer Room**
16. **Harvey-Selvaggi Café**
17. **Sullivan Dining Patio**
18. Vending

EAST PAVILION

19. **Parker Hannifin Foundation Pavilion, East**
20. **Lubrizol Team Center, East**
21. **Reinberger Family Room**
22. East Pavilion Courtyard
23. East Pavilion Family Alcove

24. East Pavilion Laundry Room
25. East Pavilion Kitchenette

WEST PAVILION

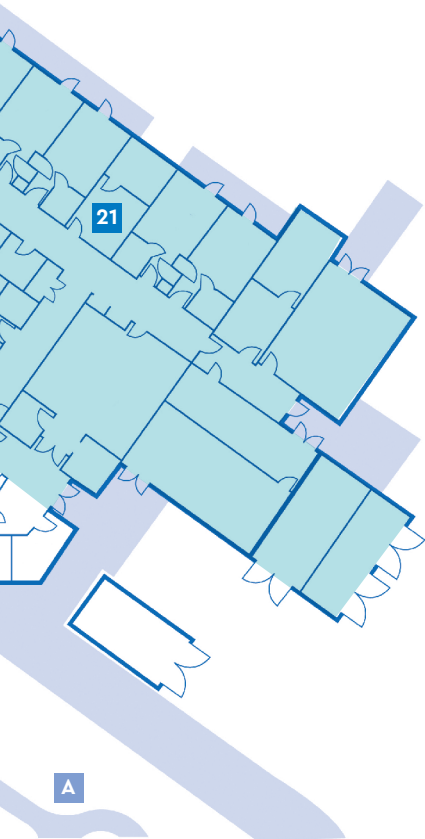
26. **Collins Pavilion, West**
27. West Team Center
28. **Barone Family Room**
29. West Pavilion Courtyard
30. West Pavilion Family Alcove
31. West Pavilion Laundry Room
32. West Pavilion Kitchenette
33. **Smith Foundation Screened Porch**

ON THE GROUNDS

- A. Veterans Garden and Walk of Honor
- B. Gazebo
- C. Tribute Walk
- D. Tranquility Garden
- E. Jay's Goldfish Pond
- F. Porter Creek

- G. **Lennon Rain Garden**
- H. **Hershey Play Garden**

- I. Pet Waste Station
- J. Tribute Grove



or order any medications and supplies and make any other necessary arrangements. Patients admitted to the inpatient unit for symptom control may not go on a leave of absence.

Visitor Information

Several measures have been put in place to protect the privacy and safety of our patients, visitors and staff.

Visiting hours Family, friends and significant others may visit 24 hours a day. All visitors must enter through the Main Entrance.

For everyone's safety, the Main Entrance is locked from 9:00 p.m. – 6:00 a.m.

If you are visiting after hours, please use the intercom located to the right of the Main Entrance. If possible, also please call ahead so our staff knows you are coming.

Visitors must provide the name of who they are visiting and sign in at the reception desk in the Great Room each time they visit.



Children of all ages are always welcome to visit. **Please ensure all children are directly supervised by an adult at all times.** Various games and toys are available in the play rooms for teens and small children located to the east of the Great Room.

The Hershey Play Garden is for the young – and young at heart – to enjoy nature’s healing touch. The Garden encourages imaginative play with natural materials including a water feature, climbing elements, a play house, chalk gardens, tire swing and an oversized sandbox. Family members can watch little ones play from the screened-in porch or join in the fun themselves.

The Hershey Play Garden is located at the west end of the House and can be accessed through the Smith Foundation Screened Porch.

Virtual Visits We recognize that visiting in person may not always be possible. In those instances, we provide iPads to let patients virtually visit through secured Skype technology. To protect your privacy, invitations to visit can only be initiated from within the unit and our network. Please ask a team member for assistance.

Help Prevent Infection Frequently washing your hands is the best way to prevent the spread of illnesses. Please wash your hands with soap and water or clean your hands with alcohol-based hand sanitizer when entering the suite, after assisting with care and before leaving. Hand sanitizer dispensers are in all patient suites and throughout the building. Please help children practice good hand hygiene.

Remember to cover your mouth and nose with a tissue when you cough or sneeze, then place the tissue in a waste basket. If you do not have a tissue, cough or sneeze into your upper sleeve, never into your hands.

If you have a cold, the flu, or upper respiratory infection, please do not visit until you have recovered. If you must visit when ill, please request a mask from a staff member.

We ask that visitors wear non-skid footwear both inside and outside of the patient rooms.

Visitor Restrictions Hospice of the Western Reserve does not tolerate any violent, aggressive or disruptive behaviors, including verbal or physical threats against patients, visitors or staff or damage to property. In the event that these do occur, action will be taken, including activating the local law enforcement, removal of any person(s) from agency buildings and grounds, refusal/limitations to buildings, grounds and refusal/limitations to patient visitation at the facility.

Patients may restrict any person from visiting or restrict visitors for any period of time. Prior notification is required to restrict visitors. Patients may also indicate who they wish to be visited by. In the event that a patient is unable to communicate their wishes, visitors will be allowed based on prior communications of the patient or prior visitation arrangements/allowance.

Court ordered or court appointed guardian visitation and visitation restrictions will be followed.

Persons designated as Durable Power of Attorney for Health Care may allow or restrict visitors only within the limitations communicated by the patient. If the patient cannot speak for themselves, prior visitation arrangements/allowance will be continued, particularly if they brought comfort to the patient.

In circumstances where the behaviors of the patient’s loved ones/visitors are such that they are deemed disruptive, hostile, or do not support a peaceful/calm/comforting environment, a visitation schedule will be established and enforced. If a patient’s condition deteriorates and they are showing signs/symptoms of active dying, the visitation schedule will be amended by the decision of the hospice team. All immediate family members and those visitors that had prior visitation arrangements/allowances will be allowed to visit together. Any persons demonstrating above stated behaviors will be subject to removal from the facility and grounds.

Patients and families wishing privacy are permitted to use Do Not Disturb door hangers. Message books for other visitors may be requested and will be kept outside the patient’s door or at the Team Station for other visitors to communicate to the patient/family.

Overnight Accommodations

Guests are welcome and encouraged to spend the night with their loved ones.

There is a rollaway bed in the large closet in each patient suite. Guests may bring their own pillows and bed linens, but staff can provide them as needed. Each room is also equipped with a rocker/recliner that can be used by overnight guests.

Family Rooms and Family Alcoves on each Pavilion can accommodate out-of-town guests or several family members who wish to spend the night. A couch, two sleep chairs and privacy curtains are available in each room. We ask that these rooms be made available to all visitors from 9:00 a.m. – 9:00 p.m. To reserve the room, please see a team member or the Support Secretary at the Team Center Desk.

Please see the kiosk in the Prentiss Great Room for information about local hotels.

Guests may use the shower in the patient's bathroom or those in the family bathrooms across from the East Pavilion Team Center.

Visitor Wheelchairs are available near the Main Entrance and upon request. Any team member can assist you.

Meals and Dining

Patient Meals are served based on the diet order from your physician or nurse practitioner, your physical abilities to eat and your health condition. They are prepared by our on-site cooks. Modifications or special requests can be honored after they have been approved by your physician or nurse practitioner. Please inform a dietary team member if you have any cultural or religious dietary restrictions.

A dietary team member will meet with you to discuss your dietary needs, likes and dislikes, allergies and the menu selection process. Menu choices for the next day will be reviewed with patients or their caregivers daily by a dietary team member. Weekly menus are available upon request.

If you were admitted after 7 p.m., please ask a team member for after-hours dining selections.

A dietitian is available to discuss your dietary needs. Please ask a team member to contact the dietitian.

Snacks are always available for patients in the kitchenettes located on each Pavilion.

We realize that food prepared at home or purchased from your favorite restaurant can be very comforting. The refrigerator in the Family Kitchen is here for your convenience to store these food items. To meet Health Department food safety requirements, please follow the posted food storage directions on the refrigerator. Please note that items that are expired, not labeled properly or left by discharged patients will be discarded, including any containers.

Meals for Guests and Dining as a Family

The **Harvey-Selvaggi Café** is on the East Pavilion off the Prentiss Great Room and is open Monday through Friday from 11:30 a.m. – 1:00 p.m. Menus are posted at the entrance. The Café is closed on weekends and holidays.

Guest meal trays are available daily for all meals for a nominal cost. To order, or for more details,

please see a dietary team member or the Support Secretary at the Team Center Desks located on each Pavilion.

Vending machines are located on the East Pavilion near the East Pavilion Team Center and in the Café.

Complimentary coffee and tea for visitors is in the kitchenettes on either Pavilion.

The kiosk in the Prentiss Great Room has information on local restaurants.

The **Family Kitchen/Dining Room** is available to patients and family members to prepare food together. The kitchen is stocked with cookware, utensils and dishes. The dining room seats up to 10 guests and may be reserved for meals or special occasions. Please make reservations at the East Pavilion Team Center. If you are storing food in the Family Kitchen refrigerator, please follow the posted food storage directions on the refrigerator. These are required to meet Health Department food safety requirements.

You can also enjoy meals at the nesting table in your patient suite, tables in the Great Room, the Café and at picnic tables and benches throughout the grounds.

Please clean up in the kitchen and dining areas after you're done so others may enjoy them as well.

Grilling To provide and maintain a safe environment for patients, visitors and staff, we must comply with outdoor cooking safety ordinances. Grilling may only be done in the designated area. All outdoor cooking must have prior approval from the Facility Management Team Leader, the Clinical Team Leader or designated staff member. Only the grill provided by the House, located behind the House near the pond, may be used.

Expressive Therapies

Art and music therapy are available to patients and caregivers to express feelings, help manage symptoms and address special wishes or legacy projects. Any team member can assist with contacting an art or music therapist.

Music is always available on special channels on your in-suite TV and upon request.

Additionally, the Music Therapy Studio is open 24 hours a day. Patients and families are also welcome to use the piano in the Great Room. Any team member can help you contact a music therapist for more information on music therapy services, or to request instruments and recordings.

The Robertson Art Studio is available for creative visual expression. Open studio hours offer you and your loved ones the opportunity to get away and relax, do something together, or make something special for yourself or a loved one. If needed, patients can be brought to the art studio in their wheelchairs or beds. Please check the calendar on the art studio door for availabilities. Any team member can help you contact an art therapist for more information.

Volunteer Services

Volunteers play a variety of roles in providing comfort to patients and caregivers. They assist with patient care, provide friendly visits as well as welcome and greet patients and families.

Community Volunteers provide handcrafted items such as blankets, pillows, booties and other items to help enhance the comfort of our patients. Volunteer attorneys can prepare simple wills and assist with answering legal questions. Notaries are also available.

Volunteers also play a role in many group activities. We broadcast sporting events; host performances by visiting choirs, bands, and dance troupes; hold ice cream socials, cookouts, and wine and cheese gatherings. Periodically, local restaurants also provide a special dinner called Meal to Remember. Teen volunteers and local schools also sponsor meals. These events are for everyone, patients as well as visitors, to enjoy. Please see calendar of events located at the Reception Desk, Team Center Desks, and postings in your Suite.

Moments to Remember is a program designed to help fulfill a special wish or request for a patient or family. Each year, this program allows us to plan and host birthday parties, anniversary celebrations, weddings and baby showers. Sometimes we are able to help make arrangements for a patient to enjoy a seasonal or cultural experience or a favorite food or activity. If you have an idea or request you want to share, please contact the Volunteer Service Manager at 216.287.8193.

Pet Therapy We love when our volunteer certified therapy dogs visit patients and families. These special animals can help in a variety of ways including reducing anxiety, increasing well-being and happiness, stimulating memories, reducing isolation and loneliness and lessening depression. To arrange a visit, please contact a Volunteer Service Manager at 440.414.7363. **Please do not feed the therapy dogs without permission from their owners.**

Flight to Remember Experience a live, bird's-eye view of a place that is meaningful to you using drone technology. You can request a specific place that is meaningful to you. At a scheduled time, the drone video can be watched in your room through a live feed. For more information, or to schedule a Flight to Remember, please contact the Volunteer Service Manager at 216.287.8193.

We Honor Veterans We're proud to honor our veterans. We host military pinning ceremonies that recognize those who have served our country. For more information, please contact your social worker or a Volunteer Service Manager at 440.414.7363.

A special veteran's display is located outside of the **Turben Meditation Room** off of the main hallway on the West Pavilion. The Veterans Garden and Walk of Honor is in front of the House to the right of the Main Entrance.

Safety and Security

Security Measures have been implemented to ensure the safety and privacy of our patients. All facility doors are locked from 9 p.m. – 6 a.m. If you are visiting during these hours, please use the intercom located to the right of the Main Entrance.

We ask that all visitors enter through the Main Entrance. Please do not open locked doors for unauthorized persons. Direct anyone requesting to enter the building to the Main Entrance. Do not place objects in doors to keep them open when going outside.

Security Services are available on-site 24 hours a day.

Electrical Equipment Patients may bring radios, hair dryers, electric razors, clocks, iPads, laptops, etc. For safety reasons, all other equipment must be checked by our maintenance personnel prior to use. Please ask a team member to arrange this. Electric blankets, space heaters, refrigerators, cooking appliances or any equipment with a heating element are strictly prohibited.

Emergency Situations Staff have been trained in responding to emergency situations. In case of an emergency or natural disaster, please follow our staff's instructions. Routine drills are conducted on all shifts.

Weapons-Free Facility The Agency maintains a weapons-free facility, workplace and campus. All non-law enforcement personnel who enter the premises are prohibited from carrying handguns, firearms or any other weapons, even if they have a valid license

to carry such items elsewhere. Please respect the atmosphere that we wish to foster by keeping our inpatient unit and premises weapons-free.

Smoking* Policy Note All buildings and grounds owned and operated by the Agency are smoke-free. The only exception to this rule is the designated patient-only smoking lounge, on the West Pavilion near the administration offices. Please use the receptacles provided to extinguish and dispose of smoking materials.

Patient smoking supplies (cigarettes, pipes, vapor producing products such as, but not limited to, e-cigarettes and hookahs, lighters, matches, etc.) must be stored at the Team Station. A clinical team member or adult visitor must supervise any patient who wishes to smoke. It is preferred that a loved one accompany a patient in the smoking lounge.

Staff supervised smoking is permitted after each meal, from 10:15 – 10:30 p.m. and twice overnight from 12:30 – 6:30 a.m. A limit of two cigarettes (maximum of 15 minutes) will be permitted at a time. Patient care needs take priority over smoking supervision.

Please refer to and be respectful of the smoking policy found on tent cards located in your room.

**Smoking refers to both tobacco and non-tobacco products as well as smokeless/vapor producing devices such as, but not limited to, e-cigarettes and hookahs. Smokeless devices have electronic heating elements that can serve as a source of ignition and are strictly prohibited due to the use of oxygen by patients throughout the facility.*

Secure Care System For safety, some patients may wear an electronic transmitter that causes the main exterior doors to lock automatically if they come within five feet of the doors. An alarm automatically sounds and the system informs staff which door was activated. The staff will reset the system once they insure the patient is safe. If the fire alarm is activated, the door lock system is automatically disabled.

Patients wearing transmitters who would like to go outside must be accompanied by a responsible adult. Please see a staff member to deactivate the doors. You may reenter at either of the two center doors that lead to the gazebo. Buttons outside both sets of doors can be pressed to deactivate the alarm temporarily while the patient passes through. Please be sure the patient is five feet away from the door so the alarm does not get activated.

Other Amenities and Public Spaces

The **study** near the Main Entrance is furnished with comfortable seating for reading, conversations and private space for individuals and families. It is also equipped with a computer and printer for guest use. If assistance is needed, please see a Support Secretary at either of the Team Center desks. The gas fireplace can be lit during cold weather, but please ask a Maintenance Team member for assistance.

The **Samuel J. & Connie M. Frankino Living Room** near the Main Entrance is for patients and families to play board games, talk or relax. Books and games are in the cabinets and on the shelves on either side of the fireplace. Please ask a staff member to assist with getting books from the higher shelves. The gas fireplace can be lit during cold weather, but please ask a Maintenance Team member for assistance.

The **Turben Meditation Room** is open to people of all beliefs and faiths. The room may be reserved for small, private religious or memorial services. Please contact the Spiritual Care Coordinator, Clinical Team Leader or Support Secretary for arrangements.

The **Simpson Exercise Room** is available for adult visitors and staff. The room can be unlocked by the West Pavilion Support Secretary or volunteer. A waiver must be signed to use the equipment.

Team Center desks are located on each Pavilion.

A **kiosk** with information about area restaurants, places of worship, airports, shopping, hotels and other resources can be found in the Great Room.

Walking and Jogging Trails are located throughout the grounds. Please remain on the paths at all times to prevent injury and maintain the natural surroundings.

Family Restrooms with baby changing stations are located off the Great Room near the Main Entrance hallway. Additional restrooms with showers are across from the East Pavilion Team Center desk. Family members may use these showers or the ones in the patient suites. Please see a staff member for towels and washcloths.

Laundry Rooms are on each Pavilion and are available for families and patients. Detergent and other supplies are provided, but you may bring your own if desired. Team members will do patients' personal laundry, but family members may do this if they so desire.

The House has several **outdoor areas** including gardens, a Tribute Walk, The Veterans Garden and Walk of Honor, a pond stocked with ornamental fish and a large gazebo just outside Great Room that can be used for family gatherings and to take patients outside in their beds.

Patients and guests may use the **Patient Patios and Courtyards** outside their suites. Staff call lights are available outside each patient door if assistance is needed. Please do not remove patio furniture from the patient patios or move umbrellas, water features or planters.

The **Prentiss Foundation Great Room** in the center of the building is for patients and families to play board games, relax or share conversations. Its large floor-to-ceiling window provides a beautiful view of the gazebo and grounds. The room also hosts a number of events and large gatherings for patients and guests.

The **Family Rooms** and attached porches located on each Pavilion may be used for watching TV, small family gatherings, family meetings with team members, quiet time or overnight accommodations. If you're staying overnight in these rooms, please make sure they are available for others from 9 a.m. - 9 p.m.