Welcome

These guidelines will familiarize you with Ames Family Hospice House. We make every effort to provide the best possible care for patients and their families. In order to maintain a comfortable setting and homelike environment, and to foster an atmosphere of mutual respect and caring, we ask that you observe these guidelines. If you should have any questions or concerns, please feel free to call the appropriate person listed on the contact page.

Ames Family Hospice House is a Gold LEED Certified facility—one of only two hospice houses in the state of Ohio to be awarded that status. For patients, visitors and staff that means comfortable spaces with ample natural light, zoned heating and cooling, healthy building materials and furnishings, organic gardens and responsive, energy efficient fixtures. The design and construction of Ames Family Hospice House represents the agency’s commitment to human and environmental health and to the responsible use of resources in all aspects of patient and family care.

Please make yourself at home. It is a privilege to help care for you and your family.
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Contact Information

Ames Family Hospice House
Hospice of the Western Reserve
30080 Hospice Way
Westlake, Ohio 44145-1077

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

hospicewr.org

Clinical Team Leader ................................................................. 440.414.7356
Nurse Practitioner ................................................................. Please call the main number
Coordinator of Volunteers .......................................................... 440.414.7363
Life Enrichment Coordinator .................................................. 216.383.3774
Facility Management Team Leader ........................................... 440.414.7354
Director of Residential Services ............................................... 216.383.3776
Physician.................. Please call main number and ask to speak with the physician

If you have questions or concerns, please ask to speak with the Clinical Team Leader or Supervisor.
Your Suite and Available Services

Your Suite We encourage patients and families to make their suites look and feel as homelike as possible. Each suite contains a bulletin board and several pieces of furniture appropriate for placement of pictures, planters, knickknacks and other personal items. We do ask that no holes be made in the walls.

A nesting table located under the desk can be moved throughout the room to eat meals, play games or serve as a small desk. The closet is handicapped accessible and may be used to store luggage. Showers are located in each patient suite and may be used by patients and family members.

Spa Rooms* A Spa Room is located on each patient pavilion. These rooms are equipped with whirlpool spa baths, large showers and hair care stations for patient use. Clinical staff members must accompany patients using these rooms. Spa baths and showers are provided based on the patient’s condition and plan of care. Please speak with a clinical team member regarding this service. Hair care stations are available for use by barbers, beauticians and hair stylists. State regulations for use of these stations apply. Please contact a clinical team member if interested in this service.

Personal Belongings A safe is located in the closet in the patient suites to secure personal belongings. Directions for use can be found on the wall next to the safe.

Hospice of the Western Reserve, Inc. is not responsible for patient or visitor belongings or valuables. We encourage patients to have a responsible family members take any valuables to their home. Belongings left at one of our Hospice Houses will be held for a period of two weeks after a patient is discharged. Items not claimed after two weeks will be considered donations and will be forwarded to the Hospice Resale Shop.

Televisions, CD/DVD Players Each suite has a TV with CD/DVD player. A selection of DVDs are available for patients and families to borrow at no cost. Please ask any member of the team if you are interested. A VCR tape player is available upon request.

*For location, refer to map on pages 14 and 15.
**Telephones** The phones in patient suites have direct lines. Calls in and out may be made at any time. These phones and those located in common areas throughout the House are limited to local calls only. Should you need to make a long distance call, please ask the staff for assistance. Payment of these calls is the responsibility of the patient or family. We suggest reversing the charges, utilizing a credit card or phone card, or billing the call(s) to a third party.

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

**Heating and Cooling Your Suite** Each suite has an individual heating/cooling unit. In the winter, we ask that these be kept at least on the low heat setting to prevent the units from freezing. In warmer weather, you are free to open the patio door or window in your suite. Please turn the air conditioning off and close the interior door to your suite.

**Patient Patios and Courtyards** Patients and guests may use the patios or courtyard areas outside of their suites. Staff call lights are available outside each patient door if assistance is needed. Patients may go outside in their beds if necessary. Please contact a clinical team member to assist if this is desired. Patio furniture is available outside each patient room and in the courtyards. Please do not remove patio furniture from other patient patios. Team members can assist in providing any extra seating needed.

Courtyards are equipped with large umbrellas, small water fountains and plantings. Please do not move these items and be sure to supervise children at all times.

**Wireless Network** The House provides wireless internet access to patients and families. See the usage guidelines at the end of this guide.

**Mail** Patients can send and receive mail at Ames Family Hospice House. If possible, please ask senders to include the patient’s suite number.

**Newspapers** Arrangements can be made for long-term residents to receive a newspaper. Please contact the Support Secretary at the main desk. Billing for this service will be directed to the patient/family. For short stay patients/visitors, newspapers are made available each day in the Great Room.

**Housekeeping** Hospitality staff will clean your suite daily. If you have a special need, please contact a staff member.
Wheelchairs and Special Needs If you require the use of a wheelchair or any other special need, please contact a staff person. Wheelchairs are available at the main entrance for use by visitors. Wheelchairs and equipment being used at home should generally not be brought in for use at the House, except under special circumstances.

Leaving the Facility Residential patients who are able to leave the facility may do so after informing the staff. We request that a 24 hour notice be given for absences longer than eight hours or when medications will need to be prepared. This will enable the staff to prepare/order any medications, supplies and make arrangements for other needs. Patients who are admitted to the House for symptom control may not go on a leave of absence.

Wander Guard System For safety purposes, some patients may wear an electronic transmitter that causes the main exterior doors to automatically lock if they come within five feet of the doors. An alarm automatically sounds and a monitor informs staff which door was activated. The staff will reset the system once they insure that the patient is safe. In the event that 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 while they are outside of the building. It will be necessary for the staff to deactivate a door while the patient passes through. Re-entry into the building would be through either of the two center doors that lead to the gazebo. Red buttons located outside both of these doors can be pressed to temporarily deactivate the alarm for that door while the patient passes through. Please be sure the patient is five feet away from the door so that the alarm does not get activated.

Pets are valued members of families and are welcome at the House. We ask that they be kept on leashes or brought into the patient’s 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. Pet waste stations are placed throughout the pet walk areas. We ask that you please pick up after your pet. Pets may be prohibited to visit patients with infections. Please ask a clinical team member. Please do not bring sick animals to visit until they have recovered.

Ames Family Hospice House has volunteer certified therapeutic dogs who interact freely with patients, families and staff. Please do not feed the dogs.
Therapies: Music, Art and Massage

Music Therapy is available to patients and families to address special needs or wishes, such as creating a legacy, relaxation and pain management and providing a positive experience. Group events are also offered to help create a sense of community, expressions of feelings and enjoyment. Please check the calendar of events for dates and times.

Music for listening is available upon request. In addition, the Music Therapy Studio* is open 24–hours a day, 7 days a week. Patients and families are welcome to use the piano in the Great Room. Any team member can assist you in contacting a music therapist for more information on music therapy services, or to request instruments and recordings.

The Art Therapy Studio* is open three times per week. During open studio, patients, family members and friends are encouraged by the art therapist to take part in the art process. Open art studio offers you the opportunity to get away and relax, do something together as a family or to make something special for a loved one or yourself. 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 days and times.

Massage Therapy is comfort-oriented massage for the patient and can relieve stress and anxiety, ease pain and tension, and provide relaxation. Skilled caring touch reinforces self worth, regardless of ability to communicate. Any team member can assist you with contacting music, art or massage therapy staff.
Life Enrichment and Volunteers

The *Life Enrichment* Volunteer Service Manager is available to help with special events at the request of our patients, their families or staff members. Events may include a family celebration, birthday, anniversary, or seasonal/cultural experience.

At times throughout the year, group activities take place in the Great Room. These include sporting events on the big screen TV, choirs, bands and dance troupes, ice cream socials, music therapy and barbecues. These are for all to enjoy. Please see the calendar of events at the reception desk for a schedule.

Please feel free to share your ideas and requests with us through the Volunteer Service Manager, by calling 216.383.3774.

*Volunteers* play a role in many aspects of care here. Volunteers bake, help with patient care and provide friendly visits giving comfort and presence. Volunteers are available for special requests, including respite or vigil visits. For more information, feel free to contact the Volunteer Service Manager at 440.414.7363.
Visitors

Visiting Hours Family, friends and significant others may visit 24 hours a day, 7 days a week. All visitors must use the main entrance. For the safety of our patients, visitors and staff, the main entrance is locked between 9:00 p.m. and 6:00 a.m. After 9:00 p.m., if possible, call ahead to let staff know you are coming. When you arrive, please use the call box located to the right of the main entrance doors. The call button will dial the security staff cell phone. The security staff will open the door. All visitors must sign in daily at the desk located in the Great Room.

Virtual Visiting Family and friends may visit with patients virtually in their rooms by using Skype, video chat. Cameras are located above the TV and streaming images are projected through the TV screen. Directions for use can be found in the information holder on the desk. To protect patient privacy, the systems are set-up for dial out only.

Children are welcome to visit at Ames Family Hospice House. *We request that all children be directly supervised by an adult at all times while on the campus.* Children are not permitted to run in the halls. Playrooms* for teens and small children are located to the east of the Great Room. Various games and activities are available in the playrooms. Please ask for assistance. The Hershey Play Garden* is suitable for all ages.

Help Prevent Infection Hand washing is the most important step you can take to prevent your loved one from acquiring an infection. Most germs are spread on hands. Please wash your hands with soap and water or clean your hands with alcohol-based hand sanitizer (located on the wall as you enter the patient suite as well as several other rooms throughout the House), when entering the suite, after assistance with care and before leaving the suite. Also, instruct or assist children with hand washing.

Cold and flu viruses are easily spread. If you are sick with a cold, flu or upper respiratory infection, please do not visit until you have recovered.

Staying Overnight In each patient’s suite is a rollaway bed (located in large closet by patio door) should visitors wish to stay overnight with a loved one. Staff will provide linen and pillows as needed. Each room is also equipped with a rocker/recliner that can be used by guests staying overnight.
Family Rooms and Family Alcoves* There may be times when out-of-town guests or several family members wish to spend the night. For this purpose, we have family rooms and alcoves on each Pavilion with sleep chairs that are available between 9:00 p.m. and 9:00 a.m. For information, please see a staff member or the Team Center Support Secretary or volunteer. We ask that these rooms be made available to all visitors between 9:00 a.m. and 9:00 p.m.

Local Hotels A few local hotels have extended special rates to families of patients at the House. Please see the Team Center Support Secretary or volunteer if you need additional information.

Meals for Guests and Dining as a Family

Meal service is available for guests in the Café located on the East Pavilion off the Great Room. Menus are posted in the Café. See Café for meal service hours.

Family Kitchen/Dining Room* is stocked with dishes and utensils. The Family Kitchen is available to patients and family members to prepare food which they provide. If food is brought in for a patient and needs to be stored, it must be clearly labeled with name, date and suite number. Food will be disposed of after one week or if it is not labeled and dated properly. We appreciate a clean-up of the Family Kitchen after each use.

The Dining Room is available for use by family members. It may be reserved for a special occasion or a meal. Please make reservations at the East Pavilion Team Center desk.

Grilling* To provide and maintain a safe environment for patients, visitors and staff we must comply with the outdoor cooking safety ordinances. Grilling may only be done in specific designated areas away from the building and landscaping. All outdoor cooking must have prior approval by the Facility Management Team Leader or Clinical Team Leader or their designees. Only the grill provided by the House (located behind the House near the pond) may be used.
Vending Machines* are located on the East Pavilion near the Team Center desk.

Kitchenettes* are located on each Pavilion. Snack items are for patient use only. Visitors are welcomed to coffee and tea.

Guest Meals are available for a nominal cost. Speak with the dietary services menu aide or the Team Center Support Secretary or volunteer for details.

Local Reference Guide A binder containing information on local restaurants, hotels, airports, transportation, places of worship, grocery stores, shopping, entertainment and attractions is kept at the East and West Pavilion Team Centers.

Special Amenities and Public Spaces

Study and Living Room* Both are located near the main entrance doors, have gas fireplaces and comfortable seating. The fireplaces may be lit during cold weather by asking for the assistance of a member of the maintenance team.

The Study is equipped with a computer and printer for guest use. Instructions are posted but please see a Support Secretary at one of the Team Center desks if assistance is needed.

Meditation Room* The Meditation Room is open to people of all beliefs and faiths. This area may be reserved for small, private religious or memorial services. Please contact the Spiritual Care Coordinator, clinical team leader or Support Secretary to make arrangements.

Exercise Room* An 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 in order to use the equipment.

Family Restrooms* Two family restrooms with baby changing stations are located off of the Great Room near the main entrance hallway. Two family restrooms with showers are located across from the East Pavilion Team Center desk. Family members may use the showers in the patient suites also. Please see a staff member for towels and washcloths.
Laundry* Laundry rooms are located on each Pavilion for use by family members and patients while spending time at the House. Detergent and other supplies are provided in the laundry room. This area is also used by staff to assist patients with their personal laundry. Family members may also launder patient items.

Books Patients and visitors are welcome to read the books or play games located on the Living Room shelves. Please ask a staff member to assist with getting books on the higher shelves.

Outdoor Areas and Gardens* The House has several outdoor areas such as the Courtyards and Gardens, Pond, Gazebo, the Tribute Walk and the Veterans’ Walk of Honor, which you might find enjoyable. Our facility design allows us to take patients outside in their beds or wheelchairs. Please let a staff member know when taking a patient outside. They will gladly assist when necessary.

Walking/jogging trails are located throughout the grounds. Please remain on paths at all times so as to prevent injury as well as maintain the natural surroundings.

Dedicated in 2015, the Hershey Play Garden is a special place where the young and young at heart can enjoy the healing touch of nature in a safe and authentic environment. Inspired by a simpler time, the Garden encourages imaginative play with natural materials. There is a water feature, climbing elements, a play house, chalk gardens, tire swing and a truly monumental sandbox. Family members can watch little one’s play from the Screen Porch or join in the fun and fresh air.

Although the Garden is enclosed, we ask that children are supervised by an adult at all times.

Safety and Security

Electrical Equipment Patients may bring in radios, hair dryers, clocks, etc. For safety reasons, all equipment must be checked by our maintenance personnel prior to use. Please ask a team member to arrange this for you. Electric blankets and space heaters are prohibited.
Security Personnel are available on-site 24 hours a day. All visitors must sign in at the desk in the Great Room. Please do not place objects in doors to keep them open when going outside. Please direct other visitors to the main entrance. Do not open locked doors for unauthorized persons.

Emergency Situations In case of an emergency such as a fire, earthquake, bad storm, etc., please follow the instructions of our staff who have been instructed on emergency procedures. We conduct routine drills on all shifts.

Smoking Policy The entire campus of the Ames Family Hospice House is a smoke-free environment, this includes the buildings, gardens, trails and outdoor open spaces.

Patient smoking is permitted in the smoking lounge* located on the West Pavilion near the administration offices. Smoking supplies (cigarettes, cigars, pipes, vapor producing products such as, but not limited to, e-cigarettes and hookahs, lighters, matches, etc.) must be kept in the Team Center. A staff member or adult visitor must supervise any patient who wishes to smoke. Staff supervised smoking is permitted at the following times only:

• After each meal
• Between 10:15 and 10:30 p.m.
• Two times between 12:30 a.m. and 6:30 a.m.
• The maximum time allowed for staff observed smoking is 15 minutes

Patient care needs will take priority over supervised smoking.

Please refer to the smoking policy in the patient suites. Please be respectful of our smoking policy.

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

Weapon-Free Facility Hospice of the Western Reserve, Inc. maintains a weapon-free workplace, facility 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 in the House and our premises by keeping it weapon-free.
View of the Gazebo through The Prentiss Foundation Great Room

The Samuel J. & Connie M. Frankino Living Room

Tribute bench within the Veteran’s Garden
1 Veterans Garden and Walk of Honor
2 Bike Rack
3 Main Entrance
4 Study
5 Frankino Living Room
6 Family Kitchen
7 Family Bathrooms
8 Prentiss Great Room
8a Tribute Walk Kiosk
9 Turben Meditation Room
10 Robertson Art Studio
11 Music Studio
12 Simpson Exercise Room
13 Milbourn Family Conference Room
14 Smoking Room (Patients only)
15 Smith Foundation Screened Porch
16 Dickenson Family Teen Room
17 FirstMerit Foundation Children’s Play Room
18 KeyBank Volunteer Room
19 Harvey-Selvaggi Café
19a Sullivan Dining Patio
20 Vending
21 Parker Hannifin Foundation Pavilion, East

Veterans Garden and Walk of Honor
21a  Lubrizol Team Center, East
22  Reinberger Family Room
23  East Pavilion Courtyard
24  East Pavilion Family Alcove
25  East Pavilion Laundry Room
26  East Pavilion Kitchenette
27  Gazebo
28  Tribute Walk
29  West Pavilion Family Alcove
30  West Pavilion Laundry Room
31  West Pavilion Kitchenette
32  Collins Pavilion, West
32a  West Team Center
33  Barone Family Room
34  West Pavilion Courtyard
35  Tranquility Garden
36  Jay’s Goldfish Pond
37  Porter Creek
38  Lennon Rain Garden
39  Walking/Jogging Paths
40  Hershey Play Garden
41  Pet Waste Station
42  Tribute Grove

Veterans Garden and Walk of Honor
The Family Kitchen and Dining Room is open 24/7 to all residents and guests.

The Prentiss Great Room offers a baby grand piano, big screen television and dinner service for 100 to accommodate gatherings large and small.

The Sullivan Alfresco Dining Patio, a popular area for meals or snacks during fine weather.

A July view of the West Wing from the Tranquility Garden.
Guest Wireless Network Acceptable Use Agreement

A. General: Hospice of the Western Reserve, Inc (“HWR”) provides to patients and guests a variety of information technology services including such services as Internet access, email, and World Wide Web browsing (collectively “Services”). This document defines the Acceptable Use of the Services with a view of ensuring the integrity, security, reliability and privacy of the HWR network, systems, services, and data therein. For the purposes of this agreement, a Guest is defined as any party who uses, or connects to the HWR Guest Wireless network. HWR guests are solely responsible for the content and messages that they post, distribute or otherwise make available to the general public using the HWR network and Services.

B. Prohibited Activities: Each of the below practices constitutes abuse of HWR’s Services, Network, and facilities and interferes with other Service users. Accordingly, these practices are prohibited:

• Posting or sending unsolicited commercial messages or communications in any form (“also known as SPAM”).
• Falsifying user or other Service related information, including but not limited to, intentionally omitting, deleting, forging or misrepresenting information, including e-mail headers, return mailing and Internet protocol address, engaging in any activities or actions intended to withhold or cloak End Users’ identity or contact information.
• Engaging in any other activity that:
  • Violates a law or regulation (including, but not limited to libel, slander, invasion of privacy, harassment, obscenity, pornography, export laws and regulations, and infringement of another party’s copyrights, trademarks, patents, trade secrets or other intellectual property rights);
  • Threatens the integrity and/or security of any network or computer system (including, but not limited to, transmission of worms, viruses and other malicious codes and accessing a device or data without proper authorization);
  • Breaches a third-party non-disclosure agreement or obligation, or violates generally accepted standards of Internet or other networks conduct and usage, including but not limited to, denial of service attacks, web page defacement, port and network scanning, and unauthorized system penetrations;
  • Reselling or otherwise distributing HWR’s signal to other parties than whom the service is intended. Any form of commercial resale or use of HWR’s Network for commercial gain is strictly prohibited.
  • Network and system attacks, including but not limited to, Computer Viruses, Spyware, Worms, and Port Scanning

C. Rights and Remedies: HWR may suspend and/or terminate a guest’s Service at any time for any material failure of guest to comply with this agreement or for engaging (or permitting others to engage) in a Prohibited Activity (as reasonably determined by HWR).

HWR may deny all traffic from known IP address blocks and black-holes that support indiscriminate port scanning programs or other unlawful activity, for the purpose of preserving guest’s system and network resources. In cases of Network or systems attacks HWR has the right to suspend network access until it can be determined that the network or system attack has been eliminated.

HWR reserves the right to, where feasible, implement technical mechanisms to prevent a prohibited activity. In addition HWR reserves the right to charge the guest to reimburse for the administrative costs associated with the prohibited activities of the guest including, but not limited to, recovery of the costs of identifying offenders and removing them from or discontinuing providing them with service, in an amount equal to HWR’s actual expenses incurred in preventing or responding to such activity.

For complaints of SPAM only:
In addition to any applicable charges described above, HWR reserves the right to charge the guest the amount set fourth under applicable law or if no amount is specified $25 per spam email, such messages being not only annoying to internet users, but also causing serious effects to the efficiency of HWR’s Network.

Nothing in this agreement limits HWR’s rights and remedies (available by law or in equity) in anyway with respect to any Prohibited Activity.

D. Password Protection: Guests are responsible for protecting their password for any authorized and unauthorized use made of their password. Guests will not use or permit anyone to use HWR’s Network to guess, crack or obtain unauthorized passwords.

E. Equipment, Connections, and End-User Support: HWR’s guest wireless network only supports 802.11b, 802.11g and 802.11n enabled devices. Only access for Web-browser based services are guaranteed. Printing is not available over the Wireless network. While HWR, provides the network connection to guests, technical support for a guest’s equipment and network connection is provided at HWR. Staff’s discretion.

F. Modification of This Agreement: HWR reserves the right to change this agreement at any time without notice.
Hospice of the Western Reserve, Inc. is an Ohio licensed, community based, not for profit hospice. Ames Family Hospice House is a licensed in-patient hospice facility—not licensed as a nursing home.

OUR MISSION
Hospice of the Western Reserve provides palliative 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.

17876 St. Clair Avenue
Cleveland, OH 44110-2602

Serving Ashtabula, Cuyahoga, Geauga, Lake, Lorain and Summit counties with offices throughout, and outreach into Medina, Portage and Stark counties.

800.707.8922 | hospicewr.org

Certified Medicare/Medicaid Hospice, Licensed in Ohio
Accredited by the Joint Commission

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