



At a Glance
Your Stay At Blount Hospitality House
NAHHH

A Few Important Things to Remember:

- ♦ No smoking
- ♦ No drinking
- ♦ No food or drink in rooms
- ♦ No unauthorized visitors
- ♦ Guests must sign in daily at the front desk
- ♦ Guests must visit the hospitalized patient daily
- ♦ Guests must complete a daily chore
- ♦ Guest are not to present a health, safety or behavioral risk to other guests
- ♦ Guests must comply with all Blount House rules and staff requests
- ♦ Unattended children are not allowed in the rooms or public areas of the House. All children under 14 years of age must be under *direct adult* supervision at all times
- ♦ Guests must respect the property, safety and cleanliness of their rooms and public areas of the House at all times
- ♦ Guests must follow appropriate check out procedures

Dear Potential Guest:

When we welcome you to the Blount Hospitality House, you will be asked to review and agree to abide by the following House policies. We know that they seem extensive, but with up to 26 guests staying at the House on some nights, experience has taught us that it helps to be very thorough and clear about the “House Rules.” We do this because we want your family and all other guest families to feel safe and secure at the House.

Before you ask your health care provider to refer you to the House, you may want to review the policies and make sure that you and your family are comfortable living with them.

We look forward to serving you.

- Blount Hospitality House

Guest Information, Policies and Eligibility Requirements

Welcome to Blount Hospitality House. The purpose of the House is to provide a safe, secure, affordable, *temporary* home away from home for the families of patients who travel to Huntsville for medical care.

At any time, up to twenty-six (26) guests are sharing the facility. Therefore, it is critical that:

- ♦ **Guests¹ and their authorized visitors² continuously adhere to the both the letter and the spirit of the Blount Hospitality House policies and procedures.**
- ♦ Guests and their authorized visitors conduct themselves in a manner that is wholesome, supportive of a communal, family-oriented living environment and that assures the safety and comfort of all guests.

Fire/ Emergencies

- ♦ Please acquaint yourselves with the location of all exits.
- ♦ In case of fire, serious illness, injury or other true emergencies, call 911 and notify the office.
- ♦ If the alarm sounds, or staff announce an evacuation, exit by the FRONT DOOR. Please meet BHH staff in the front parking lot.
- ♦ In case of a weather emergency, please follow BHH staff instructions and meet in the downstairs hallway.

Services That We Offer

- ♦ Affordable, temporary housing for families of sick patients.
- ♦ Kitchen facilities and food storage, so that you can prepare meals.
- ♦ Frequent meals provided by community volunteers and businesses.
- ♦ Laundry facilities and laundry detergent.
- ♦ Transportation to hospitals provided by Huntsville Hospital Security.
- ♦ An electric breast pump for nursing moms.
- ♦ Emergency supplies of shampoo, soap, tooth brushes, etc.
- ♦ Free local & long distance phone service, phone calls should be limited to 10 minutes; there are only 3 lines for the entire House.
- ♦ Internet and computer access.

Check with the front desk for details about services or if you need other assistance.

Overall Philosophy

The Blount Hospitality House (the House), operates as a private, non-profit organization, as a temporary home-away-from-home. Blount House retains sole discretion for granting permission for individuals to be Guests or Authorized Visitors. Blount House representatives may cancel or restrict this permission at any time, with or without cause. Violation of House policies may lead to a warning, stay-related restrictions or immediate dismissal of all or some of the Guests in your family group.

- ♦ A Guest asked to vacate the Premises³ generally will be required to checkout by noon of the next day.
- ♦ At its sole discretion, Blount House may determine that the well-being of the House and its Guests requires that a Guest vacate the premises immediately.
- ♦ Unless otherwise agreed by Blount House, a Visitor asked to leave the premises must do so *immediately*.

¹ A Guest is a Registered Guest who is approved to occupy a room in the House and who had been issued an arm-band or other House ID.

² An Authorized visitor is a relative, friend or work associate of a Guest, or a medical or social service provider involved with the patient/family, who has registered and has been approved as a Visitor by Blount House representatives.

³ The House and any outdoors space that is part of Blount House's property

We Are In This Together

When things work well, the Blount House is like a family, with everyone helping to make the House a positive, supportive, safe and loving place. **Therefore, as a Guest, we need to ask for your help:**

If you see something that isn't clean or isn't working, or if you have a suggestion for improving things, please let us know. Also, please complete your Guest Survey when you check out.

- ♦ If you have a little extra time on your hands or have a special skill, we'd love to have you as a temporary volunteer while you are with us.
- ♦ You are required to immediately notify staff of any problems, of which you are aware, that could result in safety hazards or damage to property. This includes smoking, use of drugs/alcohol, potentially dangerous behavior by Guests/Visitors, as well as maintenance problems such as plugged drains, water leaks, spills, smoke, etc.
- ♦ Blount House utility bills are almost \$10,000 annually. **Please turn off lights/water when not in use.**
- ♦ **Guests must close all windows when operating heat or air-conditioning. Generally, we keep the House about 70 degree's.**

General Guest Eligibility Guidelines

The guest qualifying for a stay at Blount House must:

- ♦ Have a verifiable permanent residence **outside of a 40 mile radius.**
- ♦ **Be a family member or close family friend of the patient. We encourage the 2 most immediate family members to be the guests who stay at the House for an extended time (longer than one (1) week).**
- ♦ Receive care at any Huntsville-area medical facility as an **inpatient**, or in a **partial hospitalization or intensive, multi-day outpatient treatment** program, or be scheduled for a **next day surgery or significant invasive diagnostic procedure**, during the family's stay at the House.
- ♦ During their stay, guests under the age of 18 must be accompanied by an approved adult.
- ♦ For a Guest to share a room with a person under the age of 18, the Guest must be **the legal spouse (age 18 or older), custodial parent, or legal guardian/foster parent of the minor Guest.** Any exceptions will be considered by Blount House **only when accompanied by written permission of the minor's parent or legal guardian.**
- ♦ **Not present a health, behavioral or safety hazard to others.**
- ♦ **Be actively involved in visiting the hospitalized patient, generally at least twice per day.**

Referrals to Stay at the House

- ♦ An appropriate representative of a medical provider involved in the patient's care must refer first-time Guests.
- ♦ Guests, in good standing, who have stayed at the House in the last 12 months, may self-refer for return visits that are within 12 months of their last referral.

Admissions Priority/Room Assignment/Occupancy

In order to serve families with the most immediate and urgent needs and to assure a positive environment for all Guests, Blount House at its sole discretion will determine:

- ♦ The priority with which room requests will be filled, the duration of any Guest's stay, and the room assignment.
- ♦ Length of stay. Generally, Blount House will review Guest stays every 21 days.
- ♦ Guests may need to move to a different room. Note: In case of a room change, we will try to give Guests adequate advance notice, however, Guests may be required to move within four (4) hours of Blount House request.
- ♦ Occupancy limits for rooms — generally only one additional guest per room, as bed's allowed.
- ♦ Each family is allowed one room per patient.

Fees/Registration

Guests are asked to pay a nominal fee to stay at Blount House. Each guest pay's \$25 for the first night, \$15 of which is a deposit. If a guest stays only one night, they forfeit the \$15 dollar deposit. This fee is \$20 per night per room or \$10 per guest, for nights 2–14 and \$10/night/room or \$5/guest after night 14 .

- ♦ Except in true emergencies, registration is by appointment only.
- ♦ At registration, Guest must provide information/documents including, if requested, a driver's license or other ID, phone number(s) and proof of permanent address.
- ♦ A \$25 is required at check-in. \$15 will be refunded at check out if, your room is left clean and intact, all keys returned, and if you comply with the check-out procedure.
- ♦ At the time of registration, each family must have at least one family member age 13 or older who is fluent in English (or a translator) present to assist with registration.
- ♦ At the time of registration, you must provide an expected check-out date. **If your plans change, please let us know immediately.** Otherwise, we may not be able to provide you with a continued stay or we may unnecessarily turn another family away.

A registered Guest is required to be in Huntsville on each day that the family is a registered at the House. Generally, one registered guest from each family is required to sleep at the House each night. If your circumstances require short, intermittent absences, please notify our staff so that we can try to work with you.

Room Access/Occupancy

Blount House Staff or designees may enter any room at any time for purposes of maintenance, to assure compliance with policies and procedures or for other operational purposes. Staff will knock prior to entry and will attempt not to inconvenience Guests. Although we attempt to provide a safe and secure environment, **please be aware that we cannot be responsible for lost or damaged valuables left unattended in your room or anywhere on Blount House Premises. We ask that you not leave anything valuable in your rooms, as there are no locks on the doors.**

All Guests must sign in at the front desk by 3 o'clock each day and must advise the staff of their planned use of the room. If a guest must be absent from the House, the staff must be notified and Guests must obtain approval to hold a room for longer than 24 hours.

The Guest will be responsible for rent during any absences unless they officially check out with the front desk. If a Guest requests to be absent from the House for longer than 24 hours, Blount House reserves the right to ask the Guest to check out and then check back in based on current needs for lodging by other families.

If there is a true emergency and a Guest cannot personally sign in with the front desk each day, they must notify the staff by telephone at 256-534-7014. Staff will ask for a telephone number in order to call the Guest back and verify the situation.

Unless previous arrangements have been made with Blount House, a room, and any Guest property in that room, that has been unoccupied for more than 24 hours may be deemed abandoned. The room may be emptied by Blount House and the Guest's possessions placed in storage.

If you leave or abandon items of value, such as clothing, Blount House will try to notify the owner. Abandoned personal property will be returned only after any Blount House property is returned and after any outstanding balance has been addressed with Blount House Staff. **After 30 days, Blount House reserves the right to dispose of abandoned items.**

Blount House has the right to re-evaluate a Guests need for a room periodically. Guests may need to provide proof of a current permanent residence.

Cleanliness, Kitchen and Housekeeping

Absolutely NO FOOD or DRINKS are allowed in the bedrooms or common areas. Food and drinks are to remain in the kitchen or outside of the building. (We are not trying to be difficult, but it is the only way that we can control those aggressive Alabama bugs.)

Kitchen rules require all Guests to:

- ♦ **Wash hands with soap before using the kitchen and frequently when using raw meat/poultry, eggs, etc.**

- ♦ Use gloves when handling “House” food or other food that will be shared by other families. Dispose of gloves after use.
- ♦ Persons with colds or coughs should not be in the common areas of the House. They should refrain from being in the kitchen or living room where other guests could be exposed to a germ. Persons with a more serious/contagious sickness, such as the stomach flu should not stay at Blount House and should check out. They may check back in 24 hours after being sick.
- ♦ Properly store and label, with name and date, all foods. (Labels are provided in kitchen)
- ♦ Unless authorized by another Guest, use **ONLY your own food or “House” food.**
- ♦ Use **exhaust fan** when using range top or broiler. We prefer that guests not **deep-fry anything, it is a potential hazard.**
- ♦ **Completely clean up after using the kitchen area.** Wipe counters/tables. Place dirty dishes in the dishwasher. If dishwasher is full of clean dishes, please empty. Hand wash pots/pans.
- ♦ If you start the dishwasher, **only use detergent made specifically for dishwashers.**
- ♦ **Communal refrigerators are cleaned periodically.** Blount House reserves the right to dispose of any unlabeled, out-of-date or otherwise potentially hazardous food.
- ♦ Store **LABELED** breast milk only in the designated freezer.

Health

If your patient is particularly susceptible to infectious diseases (for example stem cell transplant and chemotherapy patients), please ask your medical provider whether your patient/you should stay at the House.

Note: Blount House assumes no liability for an illness or injury a Guest or Visitor sustains during his/her stay.

- ♦ **Guests must provide requested health information prior to scheduling a room and/or registering at the House.**
- ♦ **Guests who have or have been exposed to diseases** such as e-coli, meningitis, measles, chicken pox, skin rashes, tuberculosis, whooping cough, RSV, mumps, hepatitis, conjunctivitis, head or body lice, scabies or other illnesses that may put others at risk, must notify Blount House prior to scheduling a stay or as soon as the Guest is aware of the illness/exposure.
- ♦ **Guests who suspect that they have head or body lice, fleas, scabies or similar problems must immediately notify the House staff.** The staff is required to document proof of treatment and room cleaning measures. The infected guest will be asked to vacate the House until proper treatment has been sought and the problem has been treated.
- ♦ **At the request of Blount House Staff, a Guest may be required to seek medical care and provide documentation that it is appropriate for them to remain in the House.**
- ♦ In the interest of health and hygiene, **Guests are required to maintain their rooms and communal kitchens in a clean and reasonably neat fashion, to wash towel and linens weekly and to wash hands after bathroom use. Before handling “House” food/kitchen utensils, Guests must use the disposable gloves provided and are to observe safe food handling and storage practices.**
- ♦ Guests must wear **shoes (slippers) and shirts** in kitchen, halls and other public area.

Safety and Security

Policies and procedures regarding safety and security will be strictly enforced. In the interest, protection and comfort of all Guests, **House Staff will call the police when in doubt.**

An adult must supervise all Guests and Visitors under the age of 18. Children under the age of 12 are not permitted to stay at Blount House. Children 12 & 13 must have *direct adult supervision* (in the same room with the child) at all times. (Note: While we attempt to provide a safe environment for children, this is NOT a childproof facility.) Dangerous play, including running in the House, playing on/jumping from the stairs, throwing of hard or sharp objects or the unsupervised use of paints, clay or other materials that can damage House property is prohibited.

The following is strictly prohibited on Blount House premises:

- ♦ Guns, any other weapons, fireworks, alcoholic beverages, dangerous chemicals, and illegal drugs (or legal drugs for which the user does not have a legitimate prescription) are prohibited on the premises.
- ♦ Physical or verbally threatening behavior, including physical discipline of children on our premises.
- ♦ Smoking both inside and outside of the House, except in the designated smoking area, outside the back door on the back porch. **NO SMOKING is allowed in the House or in front of the House, including the**

parking lot.

- ♦ Use of candles, incense, hot pots/plates, warming devices, space heaters or other flammable devices.
- ♦ Animals (except therapeutic, guide or assistance animals with prior approval.)
- ♦ Propping open of any door to the outside.
- ♦ Opening a window in way that would allow unauthorized entry.
- ♦ **Admitting someone to the building that is not a registered guest.**

Respect for Other Guests and Blount House Property

Guests are asked to treat other Guests and staff with courtesy and compassion. **The following behaviors are prohibited:**

- ♦ Drunken or otherwise chemically impaired behavior.
- ♦ Loud conversations, music, TV or other noise that can be heard in public areas or that may disturb others.
- ♦ Sexual behavior in public spaces, including outdoor areas and automobiles on premises.
- ♦ Verbal or other behavior that may be viewed as offensive to others because of references to religion, ethnic or racial background, sexual orientation or because of profane or sexual content, etc.
- ♦ Public use of TV, videos, internet, electronic games that may have offensive content.
- ♦ Invasion of privacy through unwanted discussion of a patient's condition, a family's personal situation or through attempts at religious proselytizing.
- ♦ Solicitation of guests or staff for money or other goods
- ♦ Unauthorized use or removal of, or damage to, Blount House or another Guest's property, including food and beverages. Guest may be charged for damage to or loss of Blount House property.

Quiet hours are strictly observed between 10pm and 8am.

Check-Out

Please let us know as soon as you know your check-out date. Please follow these check-out procedures.

- ♦ Strip beds and bring towels/linens (including bedspread if soiled) to laundry baskets on your floor, please start the washing machine if you have an entire load.
- ♦ Make bed with spread (if clean, otherwise add to dirty linens), and clean sheets placed at the foot of the bed.
- ♦ Pick up all trash from floor, beds, and furniture. Take trash to can on the back porch. Put new liner in cans, found in pantry in the kitchen closet.
- ♦ Close windows.
- ♦ Empty food, milk, and medicine from refrigerators and pantries that are yours
- ♦ Check for any belongings under the bed, in drawers, and in the laundry.
- ♦ Turn out lights.
- ♦ Complete Guest Survey and note anything that needs repairing in your room.
- ♦ Return all keys to office and settle any outstanding fees, and receive your deposit.

**WE HOPE YOU ENJOY YOUR STAY AT BLOUNT HOUSE.
IF WE CAN BE OF ANY FURTHER ASSISTANCE, PLEASE DO NOT HESITATE TO ASK.**