



**FIRELANDS**  
Regional Medical Center  
**SOUTH CAMPUS**



AN AFFILIATE OF HOSPICE OF THE WESTERN RESERVE

# Guide to Services and Amenities

## Sam and Rose Stein Hospice Inpatient Unit

Your Family. Our Purpose. **Together.**

[hospicewr.org](http://hospicewr.org) |    





This guide has been created to help familiarize you with the services and amenities available at the Sam and Rose Stein Hospice Inpatient Unit, an affiliate of Hospice of the Western Reserve. 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 Paid and Volunteer Staff



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## Sam and Rose Stein Hospice Inpatient Unit

1912 Hayes Avenue, 3rd Floor, Sandusky, Ohio 44870

[hospicewr.org/Stein](http://hospicewr.org/Stein)

Team Station..... 419.557.7259 or 419.557.7070  
 Team Station Toll Free.....800.625.5269  
 Team Station Fax .....419.557.7258

### **Inpatient Unit Contacts**

Clinical Team Leader.....419.357.1009  
 Director of Inpatient Services ..... 216.383.3798  
 Physician/Nurse Practitioner ..... 419.557.7259 or 419.557.7070  
 Volunteer Service Manager ..... 419.625.5269 ext. 1117

### **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. A portion of a wall in your suite is magnetic and comes with small magnets so you can post your 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 7.

Your suite has a tray table that can be used for meals, games or a personal workspace. The private bathroom may be used by patients and their family members.

**Personal Belongings** Western Reserve Care Solutions, Inc. and Stein Hospice are 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 Stein's Encore Thrift Shop. If valuables need to be secured, please speak to a team member.

**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 Room and Shower** The Spa Room for patients is located on the Unit.

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. The room is equipped with blanket and towel warmers for extra comfort.

A patient shower is located on the unit.

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 family lounge are direct lines. Local calls in and out may be made at any time by first dialing 9, then the 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. A DVD and a CD player is available in your suite. Please feel free to bring in your own discs. A selection of movies and music to borrow at no cost may be accessed by speaking to a clinical team member. iPads are also available for virtual visiting or music.

**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. Please ask a team member for assistance in adjustment.

**Newspapers** A local newspaper is available on weekends on the large hall guest table. Please return it to the same location once you are done reading it.

**Mail** Patients may send and receive mail at the IPU. If possible, please ask senders to include the patient's suite number. Outgoing stamped mail can be dropped off at the Team Station.

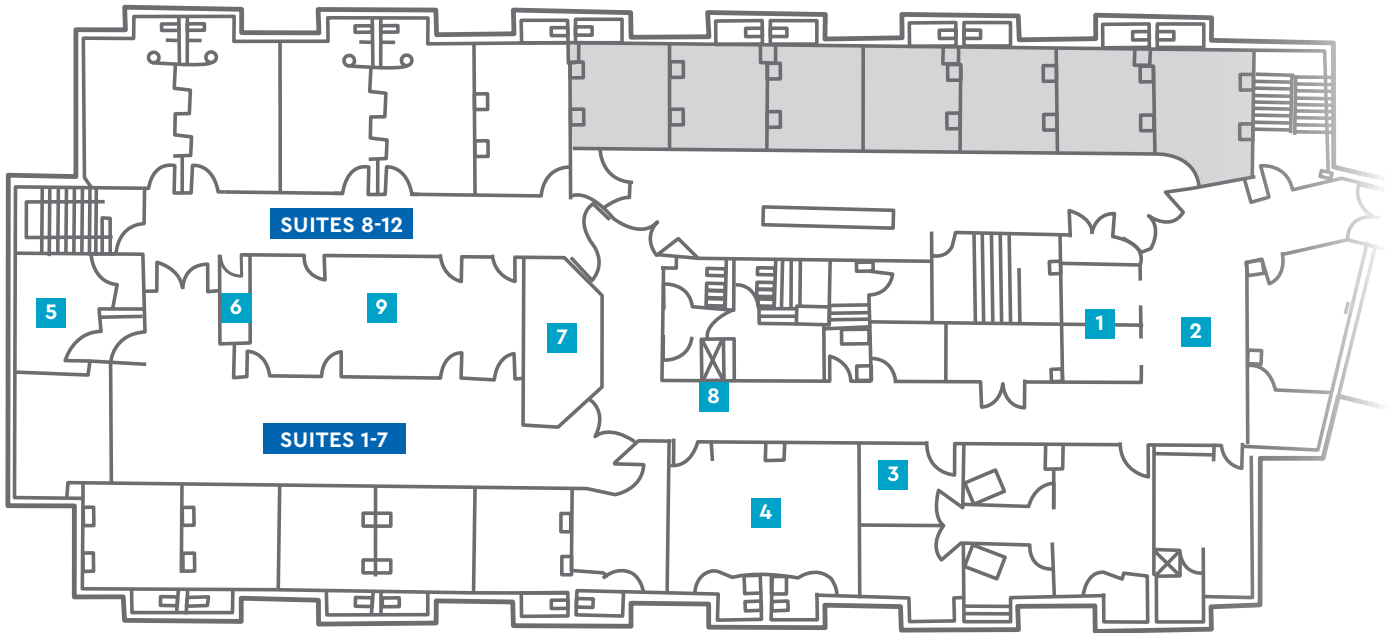
**Housekeeping** Hospitality staff will clean your suite daily. If you have a special need, please contact a team member.

**Pets** are valued members of families and are welcome at the IPU. Please keep pets on leashes or bring them into your suite in a pet carrier. Pets can be walked/toileted in the grassy area surrounding the building. 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 the outdoors. Team members are happy to assist you with obtaining, "Leave of Absence" paperwork that is prior to a patient leaving the unit. The Stein Hospice Inpatient Unit is designed to allow patients to go outside in wheelchairs. Please let a clinical team member know when you are going outside. They will gladly assist when necessary.

**Leaving the Facility** The IPU 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 or order any medications and supplies and make any other necessary arrangements. Patients admitted to the IPU for symptom control may not go on a leave of absence.





#### FINDING YOUR WAY

### Sam and Rose Stein Hospice Inpatient Unit

1. Elevators
2. Main Lobby
3. Chaplains | Social Worker
4. Family Room
  - Library
  - Vending Machine
  - Family Refrigerator
5. Spa Room
6. Laundry Area
7. Kitchen
8. Shower Room
9. Team Station

## 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 7:30 p.m. – 6:30 a.m. on weekdays and 24 hours a day on weekends.

If you are visiting after hours, please use the intercom located in the vestibule off 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 on the 3rd floor each and every 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 each Family Lounge.

**Virtual Visits** We recognize that visiting in person may not always be possible. In those instances, we provide an iPad/FaceTime to let patients virtually visit through secured 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** The Sam and Rose Stein Hospice Inpatient Unit 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 notifying the building security officer, removal of any person(s) from the building and grounds, refusal/limitations to buildings, grounds and refusal/limitations to patient visitation at the unit.

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, 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 signage on their suite door. Message books for other visitors may be requested and will be kept 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.

Roll-away beds are available on a limited basis. Please contact a team member if you wish to use one. Guest may bring their own pillows and bed linens, but staff can provide them as needed.

Guests may use the shower located on the unit. Signage on the door will advise if the shower is currently occupied or not. A team member can provide you with a towel set if requested.

**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. Modifications can be honored after they have been approved by your physician or nurse practitioner. Please inform a clinical team member if you have any cultural or religious clinical restrictions.

A team member or volunteer will meet with you to discuss your dietary needs, likes, dislikes and allergies. Daily menus are available upon request. Staff will assist filling out if needed.

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 kitchenette at the Team Station. Please ask a team member for assistance.

For your convenience a **vending machine** is located in the Family Room.

## Therapies and Volunteer Services

**Comfort Care Therapies** Reiki and comfort touch are available to patients and caregivers to help manage symptoms of pain and anxiety.

**Volunteer Services** Volunteers play a variety of roles in providing comfort to patients and caregivers. They 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. Notaries are available upon request.

**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 wellbeing and happiness, stimulating memories, reducing isolation and loneliness and lessening depression. To arrange a visit, please contact a Volunteer Service Manager at 419.625.5269 ext 7117. **Please do not feed the therapy dogs without permission from their owners.**

Trained volunteer **End-of-life Doulas** are available to assist with legacy projects and much more, for information please contact the Volunteer Service Manager at **216.287.8193**.

**Flight to Remember** Experience a live, bird's-eye view of a place 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 veterans recognition ceremonies to honor those who have served our country. For more information, please contact your social worker or a Volunteer Service Manager.

## Safety and Security

**Security** Measures have been implemented to ensure the safety and privacy of our patients. All facility doors are locked from 7:30 p.m. – 6:30 a.m. during the week and throughout the weekend. If you are visiting during these hours, please use the intercom located in the vestibule of the Main Entrance of the building.

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.

**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** Stein Hospice and Western Reserve Care Solutions maintain 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 Firelands Regional Medical Center are smoke-free.

*\*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.*

## Giving Back

Families and friends often ask, "How can I thank you for your services?" By giving back, you help ensure that compassionate care will be available to other families in need. Your contribution will directly support patient care and no gift is too small. To make a gift over the phone, please call the Development Office at **216.298.0245**. To make a gift online, please visit **[hospicewr.org/Tribute](https://hospicewr.org/Tribute)**.

## Other Amenities and Public Spaces

The **Stein Inpatient Care Unit Chapel** is open to people of all beliefs and faiths. It may be reserved for small, private religious or memorial services. Please contact a team member for availability.

A **laundry room** on the unit is 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.

**Family Lounges**, located at the entrance of the facility, can be used for group gatherings, conversations or respite and relaxation. They are filled with comfortable furnishings and books, movies, games and puzzles.

The **Team Station** is located in the center of the Hospice Unit.

**Shoreline Park** is located at 411 E. Water Street in Sandusky, and is only two miles away by car. It has a play area for kids and plenty of benches to sit on. In addition, it has a picnic shelter. It is a great place to unwind and watch boats and gulls right along the coastline.





AN AFFILIATE OF HOSPICE OF THE WESTERN RESERVE

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## OUR MISSION

*Our hospices provide 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.*

*Serving the Northern Ohio counties of Ashtabula, Cuyahoga, Erie, Geauga, Huron, Lake, Lorain, Medina, Ottawa, Portage, Sandusky, Seneca, Stark, Summit and Wayne.*

Life's Treasures Thrift Shop in Medina  
Encore Thrift Shop in Sandusky

Certified Medicare/Medicaid Hospice, Licensed in Ohio  
Joint Commission on Accreditation of Healthcare Organizations

If you do not speak English, language assistance services, free of charge, are available to you.  
Call 216.383.6688.

