



HOSPICE
OF THE
WESTERN
RESERVE

Guide to Services and Amenities

David Simpson Hospice House
Lakeshore Campus

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

hospicewr.org |    





This guide has been created to help familiarize you with the services and amenities available at the David Simpson 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 Paid and Volunteer Staff

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David Simpson Hospice House Lakeshore Campus

300 East 185th Street, Cleveland, Ohio 44119-1330

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Atrium Desk / Main Number.....	216.383.3764
East Wing Team Station	216.383.3763
West Wing Team Station	216.383.3762
North Wing Team Station.....	216.383.3769

Care Unit Direct Dial Numbers

Clinical Team Leader.....	216.763.6410
Director of Inpatient Services	216.383.3798
IPU Volunteer Service Manager.....	216.383.3764
Moments to Remember / Volunteer Service Manager.....	216.287.8193
Physician / Nurse Practitioner.....	216.383.3764
Social Work.....	216.383.3764
Spiritual Care Coordinator.....	216.383.3764
Security.....	216.408.3024

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 7.

Windows and glass doors provide beautiful views to the outside gardens and patios. Feel free to use the table in the room for meals, games or a personal workspace. The private bathroom 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 an Agency resale shop. If valuables need to be secured, there is a safe with instructions on how to operate 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 the East and West Wings.

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.

A patient shower is on the North Wing.

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.

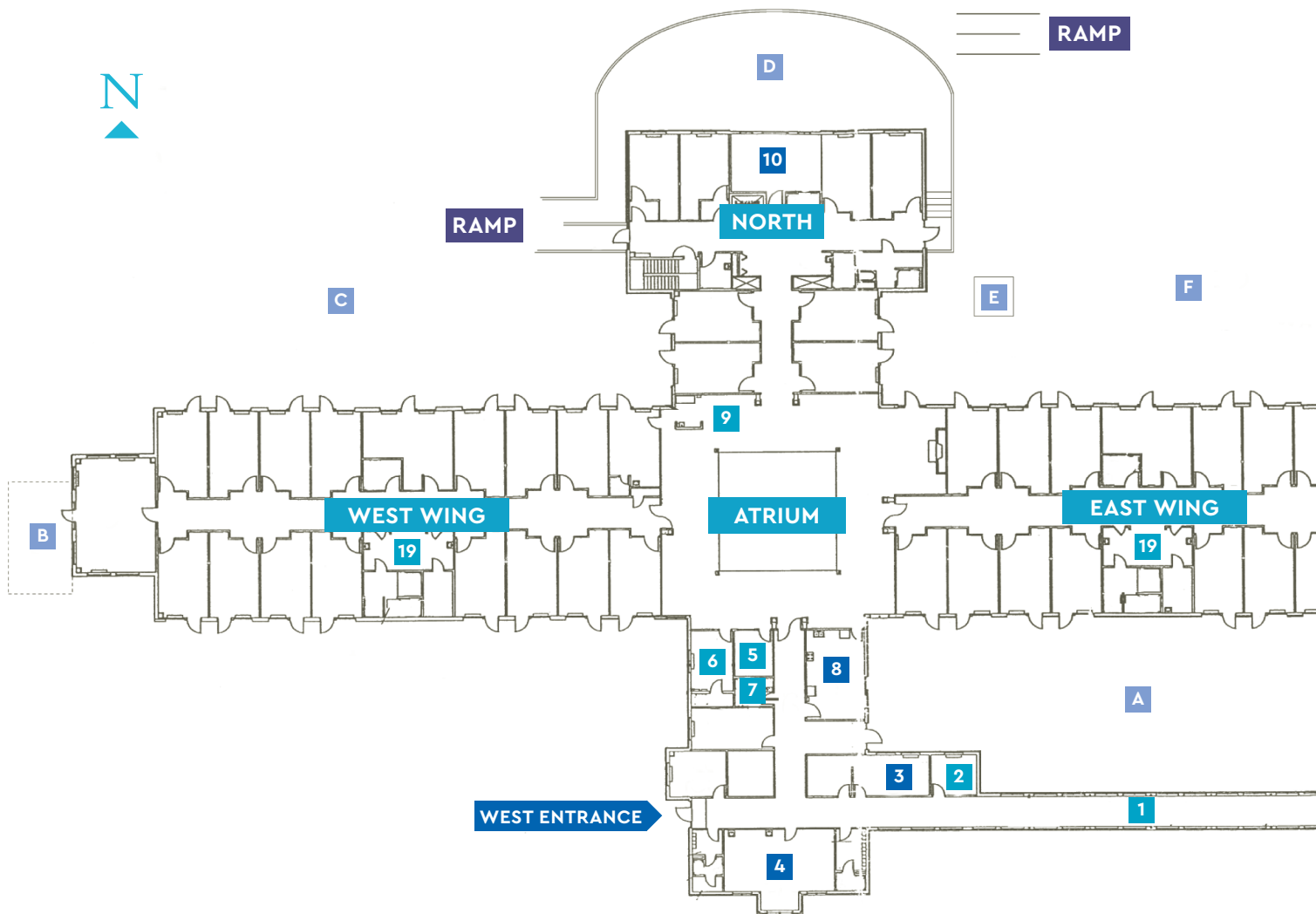
A phone to assist those with hearing impairment is available upon request. Please speak with a clinical team member if this is needed.

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

Media/Entertainment Each suite has a TV with cable services. A selection of DVDs to borrow at no cost is available in the Music Room/Library located in the Gallery Walkway.

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 on at least the low heat setting to prevent it from freezing. In warmer weather, you are free to open the window or door to the outside 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 Atrium.

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 Atrium 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 west end of the parking lot. 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.

FINDING YOUR WAY

David Simpson Hospice House Lakeshore Campus

INSIDE THE BUILDING

1. Gallery Walkway
2. Exercise Room
3. **The Marty Grabner Library/Music Room**
4. **The Patricia Sullivan and Family Art Therapy Studio**
5. Clinical Team Leader Office
6. Volunteer Service Manager Office
7. Family Shower/ Restroom
8. **The Kaiser Permanente Family Kitchen/Dining Room**
9. Atrium Desk
10. **Mr. and Mrs. Arthur Modell Meditation Room**
11. Social Work and Spiritual Care Office
12. Physician's Office
13. Vending Machines
14. Facilities Management Team Leader
15. Laundry and Flower Room
16. Elevator
17. Lakeshore Building and Cafeteria
18. Guest Suites (First Floor)
19. Team Stations



ON THE GROUNDS

- A. Courtyard
- B. Children's Playground
- C. West Vista Walk
- D. Deck
- E. Grilling Area
- F. East Vista Walk

Leaving the Facility 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 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.

Please use the intercom located at the Main Entrance door. 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 desk located in the Main Entrance.

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 Playroom located at the west end of the West Wing.

A playground and play room are at the end of the West Wing. The library just off the Gallery Walk is also available for children.

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.

Each patient suite is furnished with a recliner. Guests may bring their own pillows and bed linens, but staff can provide them as needed. Rollaway beds are available. Please contact a team member if you wish to use one.

Please see the kiosk in the main entrance for information about local hotels.

Guests may use the shower in the Family Bathroom across from the Family Kitchen.

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 pantry area located on each Wing.

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

Café Our Café is on the lower level of the Lakeshore Building and is open Monday through Friday from 11:30 a.m. – 1 p.m. Menus are posted in the Atrium and outside the Café. 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 Atrium Desk.

Vending Machines are located across from the public restrooms in the hallway between the Main Entrance and the East Wing.

Complimentary Coffee and Tea for visitors is in the Atrium outside of the Family Kitchen.

The **kiosk** in the main entrance has information on local restaurants.

The Kaiser Permanente 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 eight guests and may be reserved for meals or special occasions. Please make reservations at the Atrium desk. 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 fold-down table in your patient suite, tables in the Atrium, 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 designated areas. All outdoor cooking must have prior approval from the Facility Management Team Leader, Clinical Team Leader or designated staff member.

Only the grill provided by the House, located on the patio area east of the North Wing and northeast of the Atrium, 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.

Patients and families are also welcome to use the piano in the Atrium. Any team member can help you contact a music therapist for more information on music therapy services, or to request instruments and recordings.

The Patricia Sullivan and Family Art Therapy Studio is available for creative visual expression with the art therapist.

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 and cookouts. Periodically, local restaurants also provide a special dinner called Meal to Remember. These events are for everyone, patients as well as visitors, to enjoy. Please see calendar of events located at the Message Board in the Atrium.

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 216.383.6663. **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. 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.

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.

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 216.383.6663.

A special veteran's area in the Atrium displays memorabilia from patients who have served in the military.

Safety and Security

Security Measures have been implemented to ensure the safety and privacy of our patients. All visitors please use the intercom located at the Main Entrance door to gain access to the building.

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. 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 North Wing doors. 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.

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.

Other Amenities and Public Spaces

The **Mr. and Mrs. Arthur Modell Meditation Room** is open to people of all beliefs and faiths. It 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 **Atrium** in the center of the building is for patients and families to play board games, talk or relax. The hand-painted mural of the sky on the upper walls has images hidden in it and can be used as a fun family game. The aquariums, game tables, TVs and fireplace offer relaxing or entertainment options. The room also hosts events and large gatherings for patients and guests.

Team Stations are located in the middle of each wing.

A **Kiosk** with information about area restaurants, places of worship, airports, shopping, hotels and other resources can be found in the Main Entrance.

A Laundry Room is at the east end of the East Wing and 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.

Outdoor Areas and Gardens

The House has several outdoor areas including gardens, gazebos, swings, the courtyard, The Vista Tribute Walk, a large viewing deck, and incredible shoreline views of Lake Erie. Seats and benches are available throughout the grounds.

Public Restrooms are just off the main entrance lobby, across from the vending machines. A family bathroom is off the Atrium across from the Family Kitchen.

The **Marty Grabner Library/Music Room** is stocked with books, DVDs, CDs, games and puzzles that patients and families may borrow.



**HOSPICE OF THE
WESTERN RESERVE**

800.707.8922 | hospicewr.org

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.

