



HMC HOSPICE OF MEDINA COUNTY

A HOSPICE OF THE WESTERN RESERVE AFFILIATE

Guide to Services and Amenities

Medina Inpatient Unit





THIS GUIDE HAS BEEN CREATED to help familiarize you with the services and amenities available at the Medina 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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HMC HOSPICE OF MEDINA COUNTY

Hospice Inpatient Unit

5075 Windfall Road, Medina, Ohio 44256

hospicewr.org/Medina

Team Station.....	330.722.0880
Team Station Toll Free	888.978.0880
Team Station Fax	330.722.0855

IPU Contacts

Clinical Team Leader	330.722.0880
Physician	330.722.0880
IPU Volunteer Service Manager.....	216.952.4128
Moments to Remember/Volunteer Service Manager	216.287.8193
Facility Management Team Leader/Hospitality	216.215.0640
Director of Residential Services.....	216.383.3776

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.

Large windows provide beautiful views. 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 Life's Treasures 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 East Wing.

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

A patient shower is in the Hoffman Group Hospitality Room.

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

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

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

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

Media/Entertainment Each suite has a TV with cable services. A DVD/Blu Ray/CD player is located below the TV on the dresser. Please feel free to bring in your own discs. A selection of movies and music to borrow at no cost is available in the Family Lounges on each wing.

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.

Newspapers are available at no cost at the Team Center Desk.

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 Center Desk.

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

Pets are valued members of families and are welcome at the 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 behind the building near the woods. 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.

FINDING YOUR WAY

Medina Inpatient Unit and Campus

INSIDE THE BUILDING

- | | | |
|--|---|---|
| 1. Fligor Vestibule | 8. Team Station
(100 for Hospice) | 14. Hoffman Group
Hospitality Room
<i>Kitchenette</i>
<i>Laundry</i>
<i>Restroom</i>
<i>Shower</i> |
| 2. Brunswick Rotary
Welcome Room | 9. Patient Entrance
Portico | 15. S.H.A.R.E. Spa Room |
| 3. The Robertson
Foundation Lobby
and Reception Area | 10. McClure
Comfort Cove | 16. McCormick Comfort
Cove |
| 4. Boyle Living Room | 11. Witenhafer West
Family Lounge | 17. Anderson East
Family Lounge |
| 5. Bil-Jac Family
Dining Room | 12. Graham Veteran's
Memorial Alcove | 18. Wade Comfort Cove |
| 6. Sandridge Food
Pick-Up Window | 13. Parker
Comfort Cove | 19. Ritzman
Comfort Cove |
| 7. Medina Evening
Rotary Chapel | | |

ON THE GROUNDS

- | | | |
|---|--|---|
| A. O'Sullivan Veterans
Tribute Garden
and Walkway | D. Moxley Gazebo
Courtyard and
Tribute Walkway | G. Carolyn Ludwig
Mugrage Park
<i>Playground</i>
<i>Story Walk®</i>
<i>Picnic Shelter</i> |
| B. Designated
Smoking Area | E. Pfaff Veranda | H. Moxley Aquatic
Garden |
| C. Hallman Dining
Courtyard | F. HMC Staff Labyrinth | |



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

Leaving the Facility Patients who are residents who are able to leave the inpatient unit may do so after informing their nurse. The 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.



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 4:30 p.m. – 8 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 either the Main Entrance reception desk or the Team Station each time they visit.

Children of all ages are always welcome to visit. **Please ensure all children are directly supervised by an adult at all times.** Various games and toys are available in each Family Lounge.

Please feel free to visit Carolyn Ludwig Mugrage Park for fun, fresh air and exercise. The park has walking trails and playgrounds. A path at the rear of our campus connects right to the park. Vehicle access is off Windfall Road.

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

Please see the kiosk in the Boyle Living Room for information about local hotels.

Guests may use the shower in the Hoffman Group Hospitality Room on the West Wing.

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 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, clinical team member or volunteer 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. 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 kitchenette at the Team Station. Please ask a team member for assistance.

Meals for Guests and Dining as a Family

We realize that food prepared at home or purchased from your favorite restaurant can be very comforting. The refrigerator in the Hospitality Room 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.

The Bil-Jac Family Dining Room Enjoy dining together as a family in The Bil-Jac Family Dining Room. The dining room seats up to 12 guests and may be reserved for meals or special occasions. Please make reservations at the Team Station Desk.

Other dining locations include the round table in your patient suite, the Hospitality Room, the tables in the Family Lounges on each wing and tables in the outdoor courtyard.

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

The kiosk in the Boyle Living Room has information on local restaurants.

Vending machines are in the **Hoffman Group Hospitality Room** on the West Wing.

Guest Meal trays are available daily for all meals for a nominal cost and can be ordered by 5 p.m. for breakfast the next morning, 9 a.m. for lunch and by 2 p.m. for dinner. To order, or for more details, please see a dietary team member, volunteer or the Support Secretary at the Team Station Desk. Guest meal trays are delivered to the patient's suite.

Visitor Lunch Service Lunch can be purchased from 12:30 p.m. – 1:30 p.m. at the **Sandridge Food Pick-Up Window** near the Main Entrance Reception Desk. Daily menu options are posted at the kitchen serving window, Main Entrance Reception Desk and the Team Station Desk.

Complimentary Coffee and Tea for visitors is in the Hospitality Room located on the West Wing.

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.

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.

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 330.662.4149. **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 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 at 330.662.4149.

The Graham Veteran's Memorial Alcove

located on the West Wing displays memorabilia from patients who have served in the military. Additionally, a Veteran's Tribute Garden is on the west side of the campus.

Safety and Security

Security Measures have been implemented to ensure the safety and privacy of our patients. All facility doors are locked from 4:30 p.m. – 8 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.

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 Hospice of the Western Reserve 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 Hospice of the Western Reserve are smoke-free. The only exception to this rule is the designated patient-only smoking area, at the west end of the building near the ambulance entrance. Please use the receptacles provided to extinguish and dispose of smoking materials.

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

Staff supervised smoking is permitted after each meal and once from 9 p.m. – 6:30 a.m. A limit of two cigarettes (maximum of 15 minutes) will be permitted at a time. Patient care needs take priority over smoking supervision.

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

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

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. Donations made in Medina remain in Medina.

Other Amenities and Public Spaces

The **Medina Evening Rotary Chapel** 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.

A **laundry room** in the **Hoffman Group Hospitality Room** on the West Wing 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 Both the East and West Wings have a Family Lounge which can be used for group gatherings, conversations or respite and relaxation. They are filled with comfortable furnishings and books, movies, games and puzzles. DVD and Blu Ray players are located in each and a fireplace completes the homey atmosphere.

Comfort Coves can be found throughout the Care Center. Tucked within the large, bay windows and in close proximity to patient suites, these cozy seating areas are designed to be peaceful and convenient.

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

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

The **Pfaff Veranda** is located through the doors across from the Team Station and overlooks the Labyrinth and Park. It offers a place to relax and reflect or to share a meal and conversation. Patients and families may reserve it for celebrations and special events. Please see a team member.

The **Carolyn Ludwig Mugrage Park** is located just behind the property. It can be reached via the walking trail through the woods behind the building, or by vehicle using Windfall Road. Please use the walking trail at your own risk.

Enjoy the Park’s many amenities. There is a one-mile-long multipurpose trail, grass hiking trails, an accessible playground, catch and release fishing and an accessible fishing pier, grills and a picnic shelter. A popular dog park is also located there.

One of the Park’s unique features is Story Walk®, a series of posts and platforms along a trail containing pages from a children’s illustrated book. Children and families can read and follow the story as they stroll the path.



OUR MISSION

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

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

*Serving the Northern Ohio Counties of Ashtabula, Cuyahoga,
Geauga, Lake, Lorain, Medina, Portage, Stark and Summit.*

800.707.8922 | hospicewr.org/medina