

IMPORTANT REMINDER

Please **DO NOT OPEN THE DOOR** to Family House for anyone. Only authorized staff or volunteers can admit visitors or guests.

LAUNDRY ROOMS

There is a laundry room located near the end of each wing in the main building, and on the first floor of the Pine Wing. An iron, ironing board, washers and dryers are provided at no charge, and are available from 8 am to 9 pm. Detergent is available at the front desk, upon request, if you don't have your own.

FREE TRANSPORTATION

The UNC Hospital shuttle serves Family House Monday through Friday. Pick up to return to Family House is arranged by calling 984-974-0465. A copy of the "to the Hospital" schedule is maintained in the lobby across from the front desk.

LIBRARY/QUIET ROOM

The Quiet room has reopened! There are books available to borrow and computers, with a printer for guest use. There are also books in the Family Room of the Pine Wing and the Hearth Room in the main building.

VISITORS

COVID-19 Precautions mean that NO VISITORS are allowed in Family House, only registered guests, staff, & volunteers. No guests under the age of 18 are permitted in the house at this time.

CHECK OUT TIME

Please notify staff of your planned check-out time. The latest check-out time is 12 noon. Arrangements to stay later must be made with the House Manager, or an additional day may be charged.

CHECK-OUT PROCEDURE BEFORE LEAVING YOUR ROOM

Please complete the following before leaving:

- Put dirty towels in plastic basket provided & leave in your room.
- Remove food from your room.
- Place trash in hallway dumpster.
- Remove items from the in-room safe.
- Check the room carefully to make sure you are not forgetting any personal items.
- Turn off the alarm on the alarm clock and the television in your room.
- Complete Guest Satisfaction Survey and return to front desk in envelope with room and locker keys.

CHECK-OUT

Please come to the Front Desk before leaving and turn in the envelope with keys and a completed satisfaction survey. At this time you should pay any outstanding charges. **If you leave before the Front Desk is open, you may leave your envelope on the desk, but please call us between 9 and 10 am and let us know you have vacated the room.** This will avoid you being charged for extra nights, and will allow us to get the room ready for another guest.

SECU FAMILY HOUSE
at UNC HOSPITALS

GUEST POLICIES & INFORMATION



The SECU Family House at UNC Hospitals is a safe, nurturing, affordable home for patients and their loved ones who travel great distances to UNC Hospitals for life-saving procedures and serious illnesses.

123 Old Mason Farm Road
Chapel Hill, NC 27517
Phone: 919-932-8000
Fax: 919-918-3830
www.secufamilyhouse.org

WIFI PASSWORD: secufh123

Welcome to SECU Family House at UNC Hospitals! The policies outlined in this brochure are in place for the safety and security of everyone, so please be certain that you and your caretaker understand and respect these policies. Advise a staff member promptly if you witness anything of concern. Thank you, in advance, for your cooperation.

*Monique McKithen
Director of House Operations
(rev. 12/8/2021)*

IDENTIFICATION

All guests staying at Family House will be issued a vinyl wristband they will be required to wear throughout their stay. Individuals observed in Family House without a wristband, a Visitor's nametag or an employee name badge should be reported to the Manager immediately.

FIRE ALARM

A fire alarm system is operational 24 hours a day. **If the alarm sounds, proceed to the nearest exit.** Fire evacuation routes are posted on the back of your room door. Gather in the parking lot and wait for further instructions from our staff. **If you are unable to leave the building without help, stay in your room and dial 911.** Give the 911 operator your room number and indicate you need help evacuating.

NO SMOKING (eff. 1/1/2014)

SECU Family House is a smoke-free facility. Smoking (including e-cigarettes) is **not** permitted anywhere inside the house, in the parking lot, or on the grounds. Violation of this policy is grounds for immediate dismissal from the House.

FIREARMS AND WEAPONS

Firearms and weapons are prohibited in Family House or on the Family House grounds. The discovery of any type of firearm or weapon will result in the immediate dismissal from the House.

NO DRINKING/NO ILLEGAL DRUGS

Drinking alcoholic beverages or using illegal drugs in Family House, including the parking lot, walkways, and porch is strictly prohibited, and is grounds for immediate dismissal from the House.

CCTV MONITORING

Guests are advised that several areas, inside and outside of Family House, have closed circuit TV cameras installed. While recording and monitoring may occur at times, each guest is responsible for his or her own safety and the security of his or her own property.

CONTAGIOUS DISEASES

Should you come down with a contagious disease during your stay, please inform the staff immediately. For the well being of guests with fragile health, we will help you make alternate lodging arrangements.

GUEST ROOMS

Rooms are furnished with a TV, in-room safe, and an alarm clock. Clean linens and towels are provided at your arrival, and once a week, but we ask you to dispose of trash regularly, in the bins available in the hallways of the older building and/or in the dumpsters outside of Pine. Weekly Service performed by Housekeeping consists of light cleaning, bed change and clean towels.

OFFICE HOURS

A House Manager is available every day between 6:15 am and 9 pm, Monday thru Friday, and from 9 am to 9 pm on weekends & holidays. If you need help or have an emergency after normal hours, there is a security guard at the front desk.

MINORS

At this time, minors are not allowed at Family House, and the Playroom is closed.

KITCHEN AND FOOD GUIDELINES

The kitchen and dining room have been renovated and are now open for use by guests, with certain limitations due to COVID-19. **Please follow the 3 W's: waiting 6 feet apart; washing your hands frequently; and wearing your mask.** Guests are allowed to store food in the pantry and cook in the kitchen as long as the limitations on numbers are met. Dining is limited to the tables currently in place. Meal provider meals can be taken to your room. Family House provides coffee at the coffee bars in the main dining room and outside the kitchen in Pine.

FLOWERS/PETS/CANDLES

For infection control and safety reasons, live plants, flowers, pets and candles are not allowed in SECU Family House. Service Dogs providing assistance to a person with a disability are allowed.