

## 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 10pm. Detergent is available at the front desk. upon request.

## LIBRARY/QUIET ROOM

The Quiet room is available for your use. 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 AND MINORS

**Guests and families are now permitted to receive guests in the common areas but not in guest rooms. Guests under 18 may also stay with their family. Guests 14 and under must be always supervised.**

## QUIET HOURS

Designated quiet hours are 10pm to 8am. In courtesy for all our guests, please refrain from playing loud music, using the laundry facilities or other noise.

## IMPORTANT REMINDER

For everyone's safety, please **DO NOT OPEN THE DOOR** to Family House for anyone. Only authorized staff or volunteers can admit visitors or guests.

## 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 and linens in the plastic basket provided & leave in your room.
- Take all trash to the dumpster.
- Remove items from the in-room safe.
- Check the room carefully to make sure you are not forgetting any personal items.
- Complete Guest Satisfaction Survey and return to front desk in envelope

Scan for Online Survey →



## 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.



## GUEST POLICIES & INFORMATION



*At Family House it is our mission to be 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](http://www.secufamilyhouse.org)

**WIFI PASSWORD: secufh123**

Scan for complimentary meal menus and shuttle schedule →



Welcome! The policies outlined here are in place for the safety and security of all our guests. Please respect these policies. Advise a staff member promptly if you witness anything of concern. Thank you!

### **IDENTIFICATION**

All guests staying at Family House will be issued a silicon 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.

### **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.

### **LOST ITEM? MAINTENANCE NEEDED?**

Please contact the front desk. 919.932.8000

### **NO SMOKING**

SECU Family House is a smoke-free facility. Smoking (including e-cigarettes/vapes) is **not** permitted anywhere inside the house, in the parking lot, or on the grounds. Violation of this policy will be immediate dismissal from the House. At the end of the service entrance driveway there are benches available for smoking that are not on House grounds.

### **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. Alcohol is not allowed in your room.

### **FLOWERS/PETS/CANDLES**

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

### **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 daily in the dumpsters. **Weekly Service is performed by Housekeeping consists of light cleaning, bed change and clean towels on your 7<sup>th</sup>**

### **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. It can also be accessed via the QR code on the front page of this document.

### **KITCHEN AND FOOD GUIDELINES**

The pantry and kitchen are available for guests to store and cook food. Dining is limited to the tables currently in place. Meal schedule and menus are posted throughout the House, or you can access via the QR code on the front page. Family House provides coffee at the coffee bars in the main dining room and outside the kitchen in Pine.

### **NO FOOD ALLOWED IN ROOMS**

### **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.