PATIENT/FAMILY INFORMATION PACKET

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

Directions:

SECU Family House at UNC Hospitals is located at 123 Old Mason Farm Road, just over a mile from UNC Hospitals and right next door to the Ronald McDonald House of Chapel Hill

From the East (Raleigh, Wilmington, etc.):

Take I-40 WEST to NC-54 WEST (EXIT 273A is the first CHAPEL HILL exit).
Go 3.1 miles (through 7 lights)
Go under the overpass and then merge **RIGHT** onto US-15/501 SOUTH
Go 0.8 miles to the first light, turn **LEFT** on **OLD MASON FARM RD**. **HOUSE** is on **LEFT,** just past the Ronald McDonald House

From the West (Greensboro, Asheville, etc.):

Take I-40 east to the **US-15/501 EXIT** (EXIT 270)
Merge RIGHT onto **US 15/501 SOUTH**.
Go 4.2 miles. Turn **LEFT** (at 10th light) onto **OLD MASON FARM RD**. **HOUSE** is on **LEFT**, just past the Ronald McDonald House

From UNC Hospitals by Shuttle

During the week, you can take UNC Hospitals' shuttle bus to the House. This is a white van with blue stripes on it (not the very large bus that goes to the ACC.) Look for the van that has a sign on the side that says "SECU Family House" or "Ronald McDonald House." If you are not sure which van to catch, just ask the driver. You can catch the shuttle at the entrance to the Children's Hospital, Women's Hospital, or the North Carolina Memorial Hospital. Call the House if you have any questions: 919-932-8000. Schedule are available on the table across from the front desk in the lobby.

From the UNC Hospitals by car

Go LEFT onto **MANNING DRIVE.**
DRIVE 1 mile. There are two lanes that turn **LEFT** on **US 15/501 SOUTH**. (Get in the right-hand lane turning left.)
Turn RIGHT at **first LIGHT** onto **OLD MASON FARM RD. HOUSE** is on the **LEFT**, just past the Ronald McDonald House.

All about SECU Family House at UNC Hospitals

What is SECU Family House?

SECU Family House is a safe, nurturing, affordable home for adult patients and their caregivers traveling great distances for treatment at UNC Hospitals. It has 59 rooms with full bathroom and roll in showers. Each bedroom has a TV. In addition, 16 suites are reserved for immune-suppressed patients and their families. Each room accommodates up to three people and suites accommodate up to four people. Linens and towels are provided at check-in. A family kitchen, with lockers for each guest room, is available for guests who want to bring groceries and prepare their own meals. Several safe and comfortable common rooms and sitting areas help provide guests a comforting home-like setting. Other amenities at the House include WIFI and laundry facilities and 2 communal kitchens provided free-of-charge to guests. Complimentary shuttle service to and from UNC Hospitals is provided by UNC Hospitals Transportation. Family House is approximately 1 mile from UNC Hospitals.

Who can stay at the House?

SECU Family House at UNC Hospitals is open to all adult (18 years and older) patients at UNC Hospitals and their family members and caregivers. Guests must have a permanent home address and must live more than 50 miles from Chapel Hill, unless their physician specifies a shorter travel time (patients/families living less than 50 miles from Chapel Hill are allowed on a night-to-night basis if space is available). There is a limit of one room per family. Rooms can accommodate up to 3 guests. Suites can accommodate up to 4 guests and are reserved for patients with impaired resistance to infections. All rooms are reserved on a wait-list basis.

What do I need to do?

Once the House receives a referral from UNC Hospitals or a clinic, you will be placed on a waiting list for the day you will be arriving in Chapel Hill. If it is your first visit, the House will contact you directly, either by phone, email, or US mail ahead of time. After your name is placed on the waiting list, you will need to call the House between 11 am and 2 pm, on the day you will be arriving, to see if we have a room available. A hotel referral, at a reduced rate, may be made if we do not have space available. If your circumstances change, causing you not to need a room, ***please*** be sure to call the Family House back and let us know you will ***NOT*** be coming. That frees up a room for another family.

How long can a family stay?

A guest's length of stay is directly related to the treatment needs of the patient. The House works with the medical and social work team to determine the necessary length of stay. Some guests stay only one or two nights, some for several weeks, and some for months.

How much does it cost?

There is a nightly charge of $45 (for a room) or $60 (for a suite), which includes room, linens, use of kitchen and laundry, etc. Upon admission to the House, the guest is expected to pay up to one week in advance and each week thereafter. In addition to cash or check, we accept MasterCard, Visa, and American Express. Qualified guests may apply for financial assistance by contacting the House Manager, Claudette Whitted at Claudette@secufamilyhouse.org.

How do you decide who gets into the House?
Admission requests are prioritized based on the medical condition of the patient and the availability of other options for housing, e.g., a sleep bed in the patient's room at the Hospital.

Is transportation provided?
Free bus service (HU Express) to and from UNC Hospitals runs between 5:30 am and 6:00 pm Monday through Friday. The stop is in front of Ronald McDonald House (next door). Between 6:00 pm and 10:30 pm on weekdays, the hospital provides a smaller shuttle for trips back and forth. There is limited shuttle service on weekends. City buses in Chapel Hill are free. If there is an emergency transportation need, the House Manager will help facilitate transportation.

What are the rules?
First and foremost, our primary concern is that the guests staying at the House are safe and comfortable. We must therefore ask that each guest abide by the simple rules that we have established. Disruptive or irresponsible behavior that threatens the security or well-being of our guests will not be tolerated and will result in the loss of House privileges. We do expect that you will use the House for the purpose for which it is intended -- to enable you to receive treatment or visit your family member being treated at UNC Hospitals. We also expect that you will help keep the house clean and neat, including your room. There is no smoking inside the House or on the grounds.

This is a communal environment. Guests are asked to live by the Golden Rule, "do unto others as you would have others do unto you." This means, do not take food labeled with someone else's name; do not take more than one serving's worth of community food, to ensure that all living at the House is able to get a serving; and clean up after yourself. When able, do something for the community in general, for example, take out garbage to the dumpsters, empty dishwashers and put dishes away, etc. When in doubt, ask the Manager. Upon admission to the House, all guests will receive more information on specific rules and consequences.

May I have visitors?
Due to the COVID-19 Pandemic, visitors are currently NOT allowed at SECU Family House.

May I get mail at the House?
You may receive mail at the House. Letters should be addressed: "Your name, c/o SECU Family House, 123 Old Mason Farm Road, Chapel Hill, NC 27517.

What does the House offer?
Housing: Standard rooms at the Family House will accommodate a up to three guests, including, or associated with, one patient. Every room has a television and a full bathroom with a roll-in shower. Suites can accommodate a maximum of 4 guests and have a television and full bathroom with a roll-in shower.
Food: We have a well-stocked pantry of donated foods for our guests. During the week, we have several volunteer groups that will come in and cook dinner, and sometimes we offer pizza parties! If we do not have a meal group, families are expected to fix their own meals. Each family is assigned a locker where they may keep personal dry and non-perishable food items. If you store items in the refrigerator, you will need to label them clearly. Please do not take food labeled with another guest's name.

Laundry Service: There is free use of washers and dryers on each floor, but you must provide your own detergent. Clean linen is provided once a week, but you are free to launder your own linens in between.

Communication: There is a phone in each guest room. All local calls are free, but you must use a calling card or credit card to call outside of Chapel Hill. A fax machine is available at the Reception Desk should you need its use. Internet access is available through computers in the library, and there is Wi-Fi throughout the House, for your convenience. Postage can be purchased at the front desk.

Transportation: Free bus service (HU Express) to and from UNC Hospitals runs between 5:30 am and 6:00 pm Monday through Friday. The stop is in front of Ronald McDonald House (next door). Between 6:00 pm and 10:30 pm on weekdays, the hospital provides a smaller shuttle for trips back and forth. There is limited shuttle service on weekends. City buses in Chapel Hill are free. If there is an emergency transportation need, the House Manager will help facilitate transportation.

Entertainment: Cable television is available in each guest room. There is also access to walking trails, and a large courtyard with benches and a fountain.

Personal Items: Sanitary items, sharps containers, toiletries, and diapers are available and should be requested when needed.