



## **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](http://www.secufamilyhouse.org)

[Look under the Staying Here tab for guest-specific information and online tour](#)

# 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 standard rooms each with a full bathroom and roll-in showers. Each bedroom has a TV. Additionally, there are 16 suites that are reserved for immune-suppressed patients and their families. Each room accommodates up to two, three, or four people depending on the specific room. Suites accommodate up to four people and include a kitchen. For other guests, 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 with a home-like setting. Other amenities at the House include Wi-Fi, complimentary laundry facilities and two communal kitchens. 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 UNC Health patients (18 years and older) and their family members and caregivers. Guests must have a permanent home address and must live more than 50 miles from Chapel Hill. There is a limit of one room per family. Our 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 after 9:30 am, 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 \$54 (for a standard room) or \$72 (for a suite), which includes room, linens, use of kitchen and laundry, shuttle, etc. Upon admission to the House, the guest is expected to pay up to one week in advance and each week thereafter. We accept MasterCard, Visa, and American Express and checks. Cash is NOT accepted. Guests needing financial assistance may contact their social worker at the hospital.

### **Is transportation provided?**

UNC Hospitals provides a free shuttle service to and from UNC Hospitals and Clinics. The shuttle provides service from the front circle of Family House to the basement level of The Cancer Hospital. A schedule can be picked up at the front desk or accessed via our website at <https://www.secufamilyhouse.org/staying-here/guest-policies-and-information>

The shuttle also operates during off hours Monday through Friday via request. For off-hours requests, call 984-974-0465 to schedule a pick-up to go to the hospital or return to Family House. Special requests are **NOT** available on the weekends or holidays.

### **Are there any additional policies of the House?**

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. 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 result in immediate dismissal from the House. At the end of the service entrance driveway, there are benches available for smoking that are not on the House 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 are able to get a serving; and clean up after yourself. When able, do something for the community in general, for example, empty dishwashers and put dishes away, etc. When in doubt, ask the House Manager. Upon admission to the House, all guests will receive more information on specific rules implemented for the health and safety of our guests.

### **May I have visitors?**

Guests and families are 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.

### **May I get mail or deliveries 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. Flowers or live plants are not permitted inside the House.

### **What does the House offer?**

**Housing:** Standard rooms at the Family House will accommodate 2, 3, or 4 guests, including, or associated with a patient. Every room has a television and a full bathroom with a roll-in shower. Suites include a kitchen and can accommodate a maximum of 4 guests.

**Food:** We have a well-stocked pantry and communal refrigerator of donated foods for our guests. Approximately four times a week, we have several volunteer groups that will come in and cook dinner, don't forget to check the communal refrigerator for any leftovers from these meals! For food preparation at other times, each family is provided an assigned locker where they may keep personal dry and non-perishable food items. Storage containers are also provided in the guest refrigerators located in the shared kitchens. If you store items in a communal or guest freezer, you will need to label them clearly. Food is not permitted in the standard guest rooms. Please do not take food labeled with another guest's name. Look for the weekly meal menu posters or check the Meals webpage at <https://www.secufamilyhouse.org/meals>

**Laundry Service:** There is complimentary use of washers and dryers in each building. Clean linen is provided once a week, but you are free to launder your own linens in between. Detergent is available at the front desk upon request.

**Communication:** A fax machine is available at the reception desk. Wi-Fi is available throughout the House and the Internet can be accessed through the two computers in the library/quiet room. Postage can be purchased at the front desk.

**Transportation:** Free shuttles to and from the Hospital are available. For the Shuttle schedule: <https://www.secufamilyhouse.org/staying-here/guest-policies-and-information>.

**Entertainment:** Cable television is available in each guest room. There is also access to walking trails and a large courtyard with benches. Through our wonderful volunteers, music, art, and other programs are offered.

**Personal Items:** Sanitary items, sharps containers, toiletries, and laundry detergent are available and can be requested when needed. Personal safes are available in each room and suite.

## **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 10<sup>th</sup> light) onto **OLD MASON FARM RD.** **HOUSE** is on **LEFT**, just past the Ronald McDonald House

### **From UNC Hospitals by Shuttle**

Throughout the week, you can take UNC Hospitals' shuttle bus to the House. This is typically a large white UNC van (not the very large bus that goes to the ACC.). If you are not sure which van to take, just ask the driver. You can catch the shuttle between Women's and Children's Hospitals entrances. The shuttle trip takes 5-10 minutes. Call the House if you have any questions: 919-932-8000. The schedule is available on the table across from the front desk in the lobby or on the guest information webpage: <https://www.secufamilyhouse.org/staying-here/guest-policies-and-information>

### **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 ROAD.** **FAMILY HOUSE** is on the **LEFT**, just past the Ronald McDonald House.