

GENERAL HOUSE GUIDELINES

The Zachary and Elizabeth Fisher House, sponsored by the Denver VA Medical Center, is a service to veterans and their families during a time of hospitalization. The house also serves veterans, accompanied by a family member or caregiver, undergoing outpatient treatment. It is expected that each and every family member does his/her fair share so additional burdens are not placed on others.

The following guidelines help the Fisher House work best; your cooperation is essential.

1. CONSIDERATION OF YOUR FELLOW GUESTS IS REQUIRED AT ALL TIMES. Please close doors gently. Quiet hours are between 10:00 PM and 7:00 AM. Please urge your friends and family to call you only between the hours of 7:00 AM and 10:00 PM. This allows other worried families to have peace from phones ringing late at night.

2. SMOKING IS PROHIBITED INSIDE THE FISHER HOUSE. Health concerns and fire hazard makes smoking unacceptable at the Fisher House.

3. ALCOHOLIC BEVERAGES AND ILLEGAL SUBSTANCES ARE PROHIBITED AT ALL TIMES. This includes using alcohol and/or illegal drugs elsewhere and then returning to the Fisher House.

4. WEAPONS ARE PROHIBITED AT ALL TIMES.

5. SHEETS ARE PROVIDED AND MUST BE USED ON ALL THE BEDS. THIS IS A GENERAL RULE OF HYGIENE FOR EVERYONE WHO STAYS AT THE FISHER HOUSE. There is no bed and bath linen laundry service, therefore it is expected you wash your own linens while a guest. There is a laundry room on the first floor by the kitchen. **The housekeeper will launder all linens upon your checkout.**

6. KEEP DOORS LOCKED AT ALL TIMES. We are not responsible for lost items. Be sure exterior doors are locked and closed securely when you come and go.

7. CHILDREN MUST BE SUPERVISED AT ALL TIMES. Baby sitting services are not provided at the Fisher House. Failure to maintain control of your children and to clean up after them may lead to your being asked to check out before you had planned.

8. THE FISHER HOUSE DOES NOT HAVE PERSONAL MAID SERVICES. Prompt and adequate clean-ups are a must in the kitchen, dining room, bathroom, and other common areas. Tidy-up after eating: wipe counters, stovetops, ovens, and tables. Keep floors free of crumbs and spills. Keep your bedroom neat and tidy. Tubs and sinks should be scoured daily and toilets wiped/brushed at least once a week or when needed. Please pitch-in to keep the Fisher House neat and clean.

9. EAT IN THE KITCHEN AND DINING ROOM ONLY. Eating or drinking in other rooms of the Fisher House is not allowed.

10. ALL USED NEEDLES MUST BE DISPOSED OF IN THE CONTAMINATED NEEDLE BOX PROVIDED BY THE PHYSICIAN. RETURN THE BOX TO THE PHYSICIAN WHEN IT'S FULL. If you were not provided with a needle box, a plastic bottle with a lid works quite well. Please throw away when full or upon your departure.

11. LENGTH OF STAY AT FISHER HOUSE – There is no minimum or maximum length of stay at Fisher House. However, preference will be given to those families who will need the facility for at least three days or longer. Maximum length of stay will be determined on a case-by-case basis; each case will be reviewed every 30 days.

- Your stay may be **TERMINATED without notice** at the Fisher House Program Director's discretion for inappropriate conduct, infractions of the house rules, or disruption of any nature. The harmony of the house is above all other management concerns. When an individual abuses the house or disrupts its harmony, that individual and family immediately forfeits their lodging privileges at the Fisher House. The following will not be tolerated:

1. Breaking house rules.
2. Anger, hostility, or demands of preferential treatment.
3. Unreasonable noise or language.
4. Removal of any Fisher House property.
5. Alcohol, drug use, smoking, or weapons.

12. PLEASE REPORT ANY BREAKAGE OR MALFUNCTIONING EQUIPMENT TO THE FISHER HOUSE PROGRAM DIRECTOR. We want to keep everything in working order and keep everyone safe and sound. It is up to everyone to help prevent injuries.

13. REPORT ANY EXPOSURE TO CONTAGIOUS OR INFECTIOUS DISEASE TO THE FISHER HOUSE PROGRAM DIRECTOR AS SOON AS POSSIBLE. Please help protect our guests with lowered immunity; they cannot fight germs as well as most people.

14. ANIMALS ARE NOT ALLOWED

15. PLEASE HELP US CONSERVE ENERGY. Turn off lights, TV, and radio when not in use. Wait for dishwasher to have a full load before turning it on. **Recycle** cans, bottles, plastics, cardboard and newspapers – please rinse out before putting in the appropriate bin.

16. ANY FRIENDS OR RELATIVES WHO VISIT YOU AT FISHER HOUSE MUST ARRIVE AFTER 8:00 AM AND DEPART BEFORE 10:00 PM. Friends of guests who are not here to support the patient may visit, but may not stay overnight. The Fisher House Program Director may waive exceptions to the overnight policy.

17. PLEASE INFORM THE FISHER HOUSE PROGRAM DIRECTOR IF YOU ANTICIPATE ADDITIONAL GUESTS. There are a maximum number of residents allowed to stay at the Fisher House at any given time as established by the Fire Marshall.

18. PLEASE KEEP THE FISHER HOUSE PROGRAM DIRECTOR ADVISED OF YOUR DEPARTURE PLANS.

19. NOTE OUR CHECK OUT PROCEDURE IN THE GUEST HANDBOOK IN YOUR ROOM. Please allow adequate time to tidy your room. Check out time is 10 AM. If this presents a problem please discuss it with the Fisher House Program Director.

20. THERE IS NO ROOM FEE AT THE FISHER HOUSE, HOWEVER DONATIONS ARE GRATEFULLY ACCEPTED.

THANK YOU FOR YOUR COOPERATION

I, _____, have read and understand the above Fisher House guidelines and agree to abide by these regulations. I understand I will relinquish my privilege to stay at the Fisher House and will not be allowed to return if I do not abide by the guidelines. I understand that room inspections are done at random.

Signature

Date