



At a Glance:

Your stay at Shanon's House of Compassion

Dear Potential Guest:

We welcome you to Shanon's House of Compassion (Shanon's House). Shanon's House operates as a church sponsored ministry of the Mayfair Church of Christ, as a temporary home-away-from home for the families of hospitalized patients.

Before you ask your health care provider to refer you to the house, you may want to review the policies and make sure that you and your family are comfortable living with them.

We look forward to serving you. –

Shanon's House of Compassion

Mission Statement and Objectives

The "Compassion" ministry is rooted in the Biblical doctrine of compassion. Just as Jesus showed compassion to those who were sick and hurting, we want to show that same compassion to people here in Huntsville.

Our objectives may vary according to a patient's needs and circumstances, but our primary goals as a compassion ministry are to:

- Help bear the burdens of people in Huntsville seeking physical healing;
- Provide a spiritual haven to troubled hearts (through prayer, Bible study and worship);
- Provide regular hospital visits with patients and family members;
- Provide qualified spiritual counseling;
- Serve the physical and emotional needs of family members by extending compassion;
- And following up with letters, notes and phone calls.

Overview of Guidelines for Guests

You will be provided a more detailed document in addition to these guidelines, however, the following guidelines will serve as an overview of expectations which you will need to be aware of prior to your potential stay at Shanon's House of Compassion (Shanon's House). We want your stay to be a positive experience and these guidelines are part of our effort to ensure that your family and other guest families feel safe and secure at Shanon's House.

- Guests must have a verifiable permanent residence outside of a 25 mile radius of Huntsville Hospital. Guests must be immediate family members or designated caregivers of the hospitalized patients receiving care in Huntsville.
- The house directors are in charge of the house and are responsible for all of its activities. You are a guest and your stay is at the discretion of the house directors.
- The operation of Shanon's House is limited to providing sleeping rooms for families of hospital patients. Additionally, we will provide continental breakfast and other meals may be available occasionally.
- No pets are allowed.
- No tobacco in any form, any type of alcoholic drink, illegal drugs or firearms are permitted on the premises or grounds of Shanon's House.
- In consideration of others, we do not allow children to stay at Shanon's House.
- Guests must be actively involved in visiting the hospitalized patient, generally at least twice a day.
- All guests will be reviewed at the end of no more than 7 days. After this review you will be notified by the house directors as to whether an extension is granted.
- Guests are not to present a health, safety or behavioral risk to other guests.
- A curfew of 10:00 pm has been established for the benefit of other guests and the house directors.
- In-coming calls are generally discouraged after 10:15 pm, unless it is an emergency.
- Appropriate language usage and attire is expected. Shoes and modest dress are to be worn at all times outside your room.
- No unmarried couples will be admitted. Each person staying in Shanon's House will be expected to maintain high standards of morality and consideration of others.
- Consideration of others must be used in the use of the television, phone, and computer. The television and computer are not to be used between the hours of 10:30 pm and 8:00 am. Quiet hours are strictly observed during this time period.
- No food is allowed outside of the kitchen and dining room area. Guests will not be allowed to prepare meals.
- No cooking or heating devices may be used in sleeping rooms.
- Guests must abide by all laws and ordinances applicable to the area.
- The Mayfair Church of Christ, operating Shanon's House of Compassion, cannot be responsible for lost, stolen, or damaged goods. Guests will be responsible for intentional damages to Shanon's House.

I have read and agree to adhere to the above referenced guidelines as a condition of my stay at Shanon's House of Compassion.

Signature _____

Date _____

Printed Name _____

You will be asked to review and agree to abide by the following house policies. We know that they seem extensive, but with multiple families staying at the house on some nights, experience has taught us that it helps to be very thorough and clear about the "house rules." We do this because we want your family and all other guest families to feel safe and secure at the house.

Overall Philosophy

Shanon's House of Compassion (Shanon's House), operates as a church sponsored ministry of the Mayfair Church of Christ, as a temporary home-away-from home. Shanon's House retains sole discretion for granting permission for individuals to be Guests or Authorized Visitors. Shanon's House representatives may cancel or restrict this permission at any time, with or without cause. Violation of Shanon's House policies may lead to a warning, stay-related restrictions or immediate dismissal of all or some of the Guests in your family group.

- At its sole discretion, Shanon's House may determine that the well-being of the house and its Guests requires that a Guest vacate the premises immediately.
- Unless otherwise agreed by Shanon's House, a Visitor asked to leave the premises must do so immediately.

GUIDELINES

Shanon's House is a home away from home. We try to provide for the spiritual, emotional, and physical needs of our guests. We want to provide a safe, secure and loving temporary home for the families of patients who travel to Huntsville for medical care. Please let us know how we can serve you more effectively.

There is no charge for lodging in the Shanon's House. Our service is provided for the glory of God and for the comfort of His people. We are supported by congregations, families, and individuals across the country. If you wish to contribute to Shanon's House, your assistance will be gratefully received. We hope your stay in the House and the city will be satisfactory.

The House Directors are in charge of the House and are responsible for all of its activities. You are a guest and your stay is at the discretion of the house directors.

We strive to provide a home-like atmosphere, however, the operation of Shanon's House is limited to providing sleeping rooms for families of hospital patients. We are unable to provide transportation, patient care, supervised living conditions, child care, or allow pets.

The Mayfair Church of Christ, operating Shanon's House of Compassion, cannot be responsible for lost, stolen or damaged goods. Guests will be held responsible for intentional damages to Shanon's House.

Guest Information, Policies and Eligibility Requirements

Welcome to Shanon's House of Compassion. The purpose of Shanon's House is to provide a safe, secure, temporary home away from home for the families of patients who travel to Huntsville for medical care.

At any time, up to 3 families are sharing the facility. Therefore, it is critical that:

- Guests¹ and their authorized visitors² continuously adhere to the letter and the spirit of the Shanon's House policies and procedures.
- Guests and their authorized visitors conduct themselves in a manner that is wholesome, supportive of a communal, family-oriented living environment and that assures the safety and comfort of all guests.

Services That We Offer

- Temporary housing for families of sick patients.
- Kitchen facilities and food storage, so that you can prepare meals.
- Frequent meals provided by house directors and church members.
- Laundry facilities and laundry detergent.
- Emergency supplies of shampoo, soap, tooth brushes, etc.
- Free local phone service, phone calls should be limited to 10 minutes.
- Internet and computer access.

Room Information

1. Rooms will be provided on a first-come, space-available basis.
2. Space is limited to one room per family. We try to provide for members of the immediate family only, with the exception of designated caregivers needed to care for patients.
3. Advance notice of a visitor's coming is preferable so that we may plan the usage of the House more effectively. Check out time is encouraged the day of discharge from the hospital.
4. Since resources are limited and requests are numerous, we make tentative reservations. There may be times when space is available for a limited number of days. All Guests will be reviewed at the end of 7 days. After this review, you will be notified by the House Directors if an extension is granted.
5. Due to the many challenges that families face during long periods of stay, these families will be given priority over single-night visitors. Daily continental breakfast will be provided and other meals may be available occasionally.

Room Access

The house directors or designees may enter any room at any time for purposes of maintenance, to assure compliance with policies and procedures or for other operational purposes. They will knock prior to entry and will attempt not to inconvenience Guests. Although we attempt to provide a safe and secure environment, please be aware that we cannot be responsible for lost or damaged valuables left unattended in your room or anywhere on Shanon's House premises. We ask that you not leave anything valuable in your rooms, as there are no locks on the interior doors.

¹ A Guest is a Registered Guest who is approved to occupy a room in the house.

² An Authorized visitor is a relative, friend or work associate of a Guest, or a medical or social service provider involved with the patient/family, which has registered and has been approved as a Visitor by Shanon's house representatives.

We Are In This Together, Expectations of a House Guest

When things work well, Shanon's House is operated like a home, with everyone helping to make the House a positive, supportive, safe and loving place. Therefore, as a Guest, we need to ask for your help:

If you see something that isn't clean or isn't working, or if you have a suggestion for improving things, please let us know. Also, please complete your Guest Survey when you check out.

1. Each person staying in Shanon's House is expected to attend to his or her own basic needs. This includes the following:
 - a. You are requested to immediately notify house directors of any problems, of which you are aware, that could result in safety hazards or damage to property. This includes smoking, use of drugs/alcohol, potentially dangerous behavior by Guests/Visitors, as well as maintenance problems such as plugged drains, water leaks, spills, smoke, etc.
 - b. Guests must close all windows when operating heat or air-conditioning. Generally, we keep the House about 70 degrees.
 - c. Daily care of their room, laundry (washer and dryer are provided), cleaning up after use of bathroom, etc. Personal bath items should be removed from bathroom immediately after using and towels must be placed in the clothes hamper located (TBD).
 - d. No cooking or heating devices may be used in sleeping rooms.
 - e. We provide refrigerator and freezer space for guests. However, guests will be responsible for their own medications and foods and the proper storage of them. Guests may ask for a special container for refrigeration of medications.
 - f. Guests are asked to please remove all personal items from refrigerator, freezer, and rooms when checking out.
2. Each person staying in Shanon's House of Compassion (or Mayfair member's homes) will be expected to maintain high standards of morality and consideration of others. Guests shall adhere to the following guidelines:
 - a. Appropriate language usage, personal appearance in attire, privacy in each individual guest's room, etc..
 - b. No unmarried couples will be accepted.
 - c. No tobacco, alcohol, or drug use permitted on the premises or grounds.
 - d. Guests in the House must abide by the laws and ordinances of the area.
 - e. Consideration must be used when playing radios, stereos, etc. The House is a place of comfort, rest and fellowship for families of hospital patients.
 - f. A curfew of 10:00 has been established for the benefit of other guests and the house directors.
 - g. In-coming phone calls are discouraged after 10:15 pm, unless it is an emergency, for the consideration of the house directors. We understand it is important for families to be together during the stress of illness.
 - h. Because of consideration of others, we generally do not allow children to stay in the House.

General Guest Eligibility Guidelines

The Guest qualifying for a stay at Shanon's House must:

- Have a verifiable permanent residence outside of a 40 mile radius.
- Be a family member or designated care giver of the patient receiving care at any Huntsville-area medical facility.
- During their stay, guests under the age of 18 must be accompanied by an approved adult.
- For a Guest to share a room with a person under the age of 18, the Guest must be the legal spouse (age 18 or older), custodial parent, or legal guardian/foster parent of the minor Guest. Any exceptions will be considered by Shanon's House only when accompanied by written permission of the minor's parent or legal guardian.
- Not present a health, behavioral or safety hazard to others.
- Be actively involved in visiting the hospitalized patient, generally at least twice per day.

Referrals to Stay at the House

- Referrals may be made by out of town churches of Christ.
- An appropriate representative of a medical provider involved in the patient's care must refer first-time Guests.
- Guests, in good standing, who have stayed at the House in the last 12 months, may self-refer for return visits that are within 12 months of their last referral.

Admissions Priority/Room Assignment/Occupancy

In order to serve families with the most immediate and urgent needs and to assure a positive environment for all Guests, Shanon's House at its sole discretion will determine:

- The priority with which room requests will be filled, the duration of any Guest's stay, and the room assignment.
- Length of stay. Generally, Shanon's House will review Guest stays every 7 days.
- Occupancy limits for rooms are determined by the number of beds. Generally, a maximum of three (3) Guests shall be allowed per room.
- Each family is allowed one room per patient.

Fees/Registration

Guests are not required to pay to stay at Shanon's House.

- Except in true emergencies, registration is by appointment only.
- At registration, Guest must provide information/documents including, if requested, a driver's license or other ID, phone number(s) and proof of permanent address.
- At the time of registration, each family must have at least one family member age 13 or older who is fluent in English (or a translator) present to assist with registration.
- At the time of registration, you must provide an expected check-out date. If your plans change, please let us know immediately. Otherwise, we may not be able to provide you with a continued stay or we may unnecessarily turn another family away.

Cleanliness, Kitchen and Housekeeping

Absolutely NO FOOD or DRINKS are allowed in the bedrooms. Food and drinks are to remain

primarily in the kitchen and dining areas or outside of the building.

Kitchen rules require all Guests to:

- Wash hands with soap before using the kitchen and frequently when using raw meat/poultry, eggs, etc.
- Use gloves when handling "House" food or other food that will be shared by other families. Dispose of gloves after use.
- Persons with colds or coughs should not be in the common areas of the House. They should refrain from being in the kitchen or living room where other guests could be exposed to a germ. Persons with a more serious/contagious sickness, such as the stomach flu should not stay at Shanon's House and should check out.
- Properly store and label, with name and date, all foods. (Labels are provided in kitchen)
- Unless authorized by another Guest, use ONLY your own food or "House" food.
- Use exhaust fan when using range top or broiler. We prefer that guests not deep-fry anything, it is a potential hazard.
- Completely clean up after using the kitchen area. Wipe counters/tables. Place dirty dishes in the dishwasher. If dishwasher is full of clean dishes, please empty. Hand wash pots/pans.
- If you start the dishwasher, only use detergent made specifically for dishwashers.
- Communal refrigerators are cleaned periodically. Shanon's House reserves the right to dispose of any unlabeled, out-of-date or otherwise potentially hazardous food.
- Store LABELED breast milk only in the designated freezer.

Health

Note: Shanon's House assumes no liability for an illness or injury a Guest or Visitor sustains during his/her stay.

- Guests must provide requested health information prior to scheduling a room and/or registering at the House.
- Guests who have or have been exposed to diseases such as e-coli, meningitis, measles, chicken pox, skin rashes, tuberculosis, whooping cough, RSV, mumps, hepatitis, conjunctivitis, head or body lice, scabies or other illnesses that may put others at risk, must notify Shanon's House prior to scheduling a stay or as soon as the Guest is aware of the illness/exposure.
- Guests who suspect that they have head or body lice, fleas, scabies or similar problems must immediately notify the house directors. The staff is required to document proof of treatment and room cleaning measures. The infected guest will be asked to vacate the House until proper treatment has been sought and the problem has been treated.
- At the request of Shanon's House Staff, a Guest may be required to seek medical care and provide documentation that it is appropriate for them to remain in the House.
- In the interest of health and hygiene, Guests are required to maintain their rooms and communal kitchens in a clean and reasonably neat fashion, to wash towel and linens weekly and to wash hands after bathroom use. Before handling "House" food/kitchen utensils, Guests must use the disposable gloves provided and are to observe safe food handling and storage practices.
- Guests must wear shoes (slippers) and shirts in kitchen, halls and other public areas.

Safety and Security

Policies and procedures regarding safety and security will be strictly enforced. In the interest, protection and comfort of all Guests, House Staff will call the police when in doubt.

An adult must supervise all Guests and Visitors under the age of 18. Children under the age of 12 are not permitted to stay at Shanon's House. Children 12 & 13 must have direct adult supervision (in the same room with the child) at all times. (Note: While we attempt to provide a safe environment for children, this is NOT a childproof facility.) Dangerous play, including running in the House, playing on/jumping from the stairs, throwing of hard or sharp objects or the unsupervised use of paints, clay or other materials that can damage House property is prohibited.

The following is strictly prohibited on Shanon's House premises:

- Guns, any other weapons, fireworks, alcoholic beverages, dangerous chemicals, and illegal drugs (or legal drugs for which the user does not have a legitimate prescription) are prohibited on the premises.
- Physical or verbally threatening behavior, including physical discipline of children on our premises.
- Smoking both inside and outside of the House. NO SMOKING is allowed in the House or anywhere on the premises.
- Use of candles, incense, hot pots/plates, warming devices, space heaters or other flammable devices.
- Animals (except therapeutic, guide or assistance animals with prior approval)
- Propping open of any door to the outside.
- Opening a window in a way that would allow unauthorized entry.
- Admitting someone to the building that is not a registered guest.

Respect for Other Guests and Shanon's House Property

Guests are asked to treat other Guests and staff with courtesy and compassion. The following behaviors are prohibited:

- Drunken or otherwise chemically impaired behavior.
- Loud conversations, music, TV or other noise that can be heard in public areas or that may disturb others.
- Sexual behavior in public spaces, including outdoor areas and automobiles on premises.
- Verbal or other behavior that may be viewed as offensive to others because of references to religion, ethnic or racial background, sexual orientation or because of profane or sexual content, etc.
- Public use of TV, videos, internet, electronic games that may have offensive content.
- Solicitation of guests or staff for money or other goods
- Unauthorized use or removal of, or damage to, Shanon's House or another Guest's property, including food and beverages. Guest may be charged for damage to or loss of Shanon's House property.
- Curfew is at 10:00 p.m. unless prior arrangements are made and **Quiet hours are strictly observed between 10pm and 8am.**

Check-Out

Please let us know as soon as you know your check-out date. Please follow these check-out procedures.

- Strip beds and bring towels/linens to laundry. Please start the washing machine if you have an entire load. If bedspread is soiled please notify house directors.
- Pick up all trash from floor, beds, and furniture. Take trash to can on the back porch. Put new liner in cans, found in pantry in the kitchen closet.
- Close windows.
- Empty food, milk, and medicine from refrigerators and pantries that are yours
- Check for any belongings under the bed, in drawers, and in the laundry.
- Turn out lights.
- Complete Guest Survey and note anything that needs repairing in your room.

WE HOPE YOU ENJOY YOUR STAY AT SHANON'S HOUSE OF COMPASSION.

IF WE CAN BE OF ANY FURTHER ASSISTANCE, PLEASE DO NOT HESITATE TO ASK

