



Hospice Care Plus Compassionate Care Center

Visitor's Guide

HOSPICE CARE PLUS

The Center is designed to care for patients as unique individuals.

Thank you for visiting the Compassionate Care Center (CCC).

The Center is designed to care for patients as unique individuals, respecting treatment preference, while at the same time creating a homelike environment that makes a difficult time of life more peaceful and comfortable. This visitors guide offers practical guidelines for patients, families and friends during their time at the Center. Please feel free to make yourself at home, and if you have any questions a member of our staff will be glad to assist you.

Visiting Guidelines

Visitors are welcome 24 hours a day. To ensure comfort for patients and families, we ask that family and friends comply with the following visiting recommendations:

- Please visit in small groups. A family member or friend may stay overnight, but please limit overnight stays to 1-2 guests. Overnight visitors are asked to use the sofa bed in the patient's room.
- Children are welcome at the CCC, but children under the age of 15 must be accompanied by an adult at all times.
- Family pets (dogs and cats) are allowed at the Center, but must be kept in the patient's room. We ask that visits be kept to short stays, or 1-2 hours at a time. When taken outside of the room the pet must be kept on a leash at all times. Pets are not permitted in the family areas. Families/friends are expected to clean up after pets and maintain a clean pet environment.
- At dark, the front entrance to the CCC is locked. For entry at night, please ring the call bell located on the inside of the front foyer.



Family Areas

The CCC has six family living areas that are open to patients, families and friends. These spaces are shared and include:

- The Family Room – this space includes a sitting area, fireplace, table and chairs, library, family computer workstation, small library, aquarium and is connected to the Children's Play Area.
- The Living Room – this space includes a sitting area and television, and is attached to the Outdoor Playground through French doors.
- Coffee Shop – this room features a family kitchen area, which includes a sink, microwave, sitting area, refrigerator and vending machines. Free coffee and snacks made by volunteers are available for all guests. We ask that food and drink be confined to this area or the patient's room.
- Children's Play Area – this area is connected to the Family Room, and includes children's games, toys, television, videos and other activities for children.

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- Outdoor Playground – this area is located to the side of the Living Room, next to the entrance of the building.
- Meditation Room – this area is designed to offer a quiet place for patients/families if desired. It features a stained glass window, couches, chairs and reading material.
- The Dining Room – the dining room is designed for families, if desired, for special occasions such as birthdays, anniversaries, etc. Please see a staff member if you would like to reserve the room.

Please note: Family areas are shared spaces and we ask that guests please respect others who may also be using the areas. These spaces are not for sleeping or overnight accommodations, and we ask that furniture not be moved.

General Guidelines

- Please remember strong odors can contribute to patient discomfort such as nausea and coughing. Please avoid wearing perfumes or colognes when visiting at the Center, and avoid bringing in high odor foods (popcorn, etc).
- Cell phones are permitted in the Center, however, we ask that they be placed on silent while in the building.
- Please do not prop outside doors open. This helps keep insects and rodents from entering the building as well as helps maintain room temperature.
- While visiting, please be aware of volume levels. Keep radio and television volume levels low, and keep voices down in the hallways.
- Please help us keep the Center clean by throwing away all trash and always cleaning up after yourself.
- The CCC is a tobacco free building. Cigarette smoking is permitted in designated outside areas only. For your convenience, smoker's outposts are located on each patient porch. Please discard all cigarettes in these outposts.
- Please note that meals are provided to patients three times a day, and as requested; however family meals are not provided by the CCC.
- Telephones are located in each patient room and local calls can be made by dialing a "9" and then number. Calls can be made to the Center and then transferred to the patient room by calling 859-626-9292 or 1-888-334-0009.



- For your convenience, hand washing stations are located in all patient room hallways and alcohol based hand sanitizer is available in all rooms. Please wash your hands each time you enter or leave a patient's room, and as necessary.
- The Center is privileged to have an in house pet therapy dog, Annie, as a part of our care. Annie is trained to visit patient rooms only when asked to do so. Her basic commands are: come, sit, stay, out, back and head (will place her head in lap or at bedside). Please refrain from feeding Annie and if you would like to take her outside, please see a staff member.

For any additional questions or information, including how to make a gift to Hospice Care Plus or the volunteer program, please see a staff member or volunteer.

