



Fast Facts:

Policies and Procedures for Jack's Place

WELCOME TO JACK'S PLACE, a lodging facility for patients undergoing treatment at the Shaw Regional Cancer Center. It is our hope that your stay with us will be as comfortable as your own home. These guidelines are intended to ensure a smoothly operating facility focused on your comfort and safety. If you have any questions or concerns, please contact the House Manager.

OFFICE HOURS & LOCATION

Mon. — Fri., 8:30 AM — 4:30 PM
332 Beard Creek Rd., Edwards
Tel 970-569-7644

NON-MEDICAL FACILITY

- Jack's Place provides accommodations for eligible patients of the Shaw Regional Cancer Center. Jack's Place is not a medical facility and does not provide medical care or treatment. Staff and volunteers do not have a medical background or training and cannot administer any medical treatment or dispense medication.
- Guests must be able to provide for their own personal needs or be accompanied by a caregiver who can attend to their needs. Due to safety concerns, a caregiver may be required in order to stay at Jack's Place.
- Personal medications and prescriptions must be stored in the guest's room.
- In the case of an emergency, guests are to call 911 and advise staff of the emergency.

GUEST REFERRAL AND ROOM ASSIGNMENTS

- A referral by the medical staff of the Shaw Regional Cancer Center is required to be a resident of Jack's Place. Residence eligibility for each guest will be reviewed by the medical staff of the Shaw Regional Cancer Center on a regular basis.
- Guests are assigned rooms on a first come, first served, space available basis. However, the management of Jack's Place reserves the right to determine placement based on individual needs, e.g. driving distance.
- If Jack's Place is full, guests will be placed on a waiting list. Guests are welcome to call to check their status.
- Jack's Place is typically closed on weekends.
- Room availability cannot be guaranteed.
- If no rooms are available, the guest will be advised of alternative lodging in the community.
- When a guest's treatment at the Shaw Regional Cancer Center is concluded, the guest is no longer eligible for housing at Jack's Place.

CHECK-IN

- Guests are asked to register and review check-in procedures at the time they reserve a room at Jack's Place. A guest can reserve a room for his or her entire treatment period subject to clearance by the medical staff of the Shaw Regional Cancer Center. This room will be held for the guest unless notified to the contrary.

- Guests should inform the manager by 11:00 AM if they are not using their room that night.
- Guests will be assigned a room and given a copy of the house guidelines and a key to their room. Each room will be assigned food storage area in the kitchen.
- A volunteer or manager will give a tour of the house facilities.
- A credit card imprint will be taken at time of check-in as security against damage and loss of keys. If keys are lost or not returned, a charge of \$75 will be assessed.
- The number of guests is limited to one patient and one caregiver per room. Exceptions are at the discretion of the manager. Unfortunately, due to risk of infection, children cannot be accommodated at Jack's Place.
- Jack's Place serves patients of the Shaw Regional Cancer Center regardless of religion, ethnicity, race, gender or economic status.

CHECK-OUT

- Check-out is by 11:00 AM. If check-out has to be after 11:00 AM, please make arrangements with our House Manager.
- Dispose of your food from the kitchen and refrigerator.
- Leave the room in good condition.
- Please return all room keys to the front desk.

DONATIONS

- The operation of Jack's Place is supported by generous donations from patients, caregivers and the larger community. There is no set fee to stay at Jack's Place. It costs approximately \$135 per night to operate Jack's Place. A donation of \$25 is encouraged and appreciated to help defray our operational costs.
- VISA, MasterCard, checks and cash are accepted. Checks should be made out to: Vail Valley Medical Center.
- Donations can be made on a weekly or monthly basis or at the time of check-out. Your gift to Jack's Place may be tax deductible as allowed by law.

BEDROOMS

- Guests or caregivers are expected to maintain the general cleanliness of their room. All linens and towels will be washed by housekeeping at least once per week or when otherwise necessary.
- Staff will enter your room daily to check supplies and safety.
- If necessary, contact staff for clean towels and sheets.

COMPUTERS AND CD PLAYERS

- Most rooms have wireless access.
- A computer with internet access is available in the library for guests' use.
- Each room has a CD player so bring your favorite music. Please be considerate of other guests when setting your volume.

DRESS CODE

- Please wear street attire when in the common areas of the house.

FIRE REGULATIONS

- It is important to be familiar with the posted fire exits and fire evacuation plan posted in the reference book.
- In the event of fire, please pull the fire alarm and use the nearest exit indicated on the fire evacuation plan.
- All guests should immediately evacuate to the Shaw Pavilion and call 911 from the Emergency Call Box located at the east or west entrances.

KITCHEN

- Space is provided in the kitchen for personal food items. There is also a communal food area. Guests are welcome to use food from this area.
- Please label and date all food items you put in the communal refrigerators. There is a small refrigerator in each guest room for beverages and medication.
- Guests and caregivers are welcome to prepare their own meals in the community kitchen. Please clean up after yourself and run the dishwasher if full.
- Use stove top fan while cooking to reduce food odors throughout the house.
- There is a cafeteria in the Shaw Regional Cancer Center which is open Mon. – Fri., 7:30 – 9:00 AM and 11:30 AM – 2:00 PM.
- We request that guests utilize the dining facilities and refrain from eating foods in their room.
- Microwave and toaster should be monitored during use.

LAUNDRY FACILITIES

- There is a laundry room on the lower level that is available for personal laundry.
- Do not put linen soiled with body fluids in the laundry machines. Red bags will be provided for these items and they will be professionally cleaned.
- In consideration of all the guests, we ask that laundry be done only between 8:00 AM – 9:00 PM.
- Please provide your own soap and fabric softener.

MAIL AND DELIVERIES

- The nearest post office is in Edwards at 105 Edwards Village Rd.
- Outgoing stamped mail can be left at the front desk.
- For deliveries (i.e. flowers, take-out), the physical address of Jack's Place is 332 Beard Creek Rd., Edwards, CO. There is no mail delivery at this address.

PETS

- To be sensitive to all the guests, pets cannot be accommodated at Jack's Place. No pets are allowed in the house.

SECURITY

- While we strive to keep the house safe and secure at all times, Jack's Place is not responsible for loss, theft or damage to guests' personal property. Please do not bring valuables during your stay at Jack's Place.
- The outside doors will be locked from 9:00 PM each night until 8:00 AM each morning and at all hours over the weekends. For after-hours entry, please use the keypad. If you become locked out after hours, page the night concierge at 970-748-2621.

SMOKE FREE

- Jack's Place provides a smoke-free environment. Smoking is not permitted in the rooms or common areas of the house. There is a designated smoking area on the grounds to which the House Manager will direct you.
- No illegal drugs or firearms are permitted in or on the grounds of Jack's Place. Alcohol must be consumed responsibly.
- Violation of these policies will result in immediate dismissal from the facility.

TELEPHONE

- The telephone number of Jack's Place is 970-569-7644. Guests and caregivers can generally reach the House Manager Mon. – Fri., 8:30 AM – 4:30 PM. In the evenings, a night staff person will be available from 5:00 – 9:00 PM and then by pager through the night.
- Telephones are for local calls only. Please use your cell phone or calling card for calls outside the area.
- Direct room phone numbers will be provided to the guests at the time of check-in.

VISITORS

- Family and friends over the age of 18 are welcome to visit 8:00 AM – 9:00 PM.
- No overnight visitors can be accommodated.
- Guests staying at Jack's Place often have suppressed immune systems. Therefore, children under 18 are not allowed in Jack's Place. Children can visit their family members in the public areas of the Shaw Regional Cancer Center. There are also nearby parks when weather permits.



SHAW REGIONAL
CANCER CENTER

www.shawcancercenter.com