

# GIFT OF LIFE PEDIATRIC TRANSPLANT HOUSE

624 W. Center St.

## GUEST MANUAL

*Welcome to Gift of Life Pediatric Transplant House,*

We are delighted you have chosen to stay with us during your transplant journey and know you will find healing and a 'home away from home' within these walls.

This guest manual has been designed to provide you with all the information you will need to maintain our stringent protocols and policies, answer commonly asked questions and reassure you that your health and safety are our first priority!

Please take some time to review the guest manual. We are always available to answer any questions you might have.

*Thank You.*



Gift of Life  
**Pediatric**  
TRANSPLANT HOUSE

[WWW.GIFT-OF-LIFE.ORG](http://WWW.GIFT-OF-LIFE.ORG)



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## MISSION STATEMENT

It is our mission to provide high quality, affordable accommodations to transplant patients and their caregivers in a supportive, home-like environment.





# Medical Emergency

**IF A PERSONAL MEDICAL EMERGENCY OCCURS, PLEASE FOLLOW THESE STEPS:**

- 1. Call 9-1-1 and tell the operator:**
  - A) The patient's gender, age and medical condition including recent or pending transplant procedures.
  - B) That you are staying at Gift of Life Pediatric Transplant House, 624 W. Center Street on the \_\_\_\_\_ floor in Room\_\_\_\_\_.
- 2. Answer any questions the operator has about the patient.**
- 3. After the operator says you may hang-up, immediately call a member of our staff so that they can wait at the house door to let the paramedics in.**
  - A) During business hours, Monday - Friday, 8:00 AM - 4:30 PM call the House Manager at 507.285.6396.
  - B) In the evenings and overnight hours, call our resident night supervisor at 507.269.8689.
- 4. You may also choose to knock on the door of a neighbor and ask the caregiver to stay with you while you wait for the paramedics.**

**IF YOU ARE DIAGNOSED WITH COVID, RSV, CDIFF, OR OTHER COMMUNICABLE ILLNESSES:**

- Immediately notify either the House Manager or our Night Supervisor
- We are unable to have you quarantine at the house, so one of our staff will assist you in finding other accommodations at a hotel
- You do not need to follow the check-out procedures - just pack your personal belongings
- Please wear a mask at all times and use hand sanitizer before touching any surface
- You are welcome to return to Gift of Life after 20 days (this protects our other guests)



*Founder, Edward Pompeian.*



# Welcome

## OUR STORY

Gift of Life Transplant House was founded in 1984 by Edward Pompeian. A two-time kidney recipient, Ed believed that a home setting would be beneficial to transplant patients coming to Rochester's Mayo Clinic and he set out to make that vision a reality. On December 11, 1984, the first official Gift of Life Transplant House opened its doors, located right here at 624 West Center Street. Home to just eight transplant patients and caregivers, its reputation for warm hospitality soon spread.

Since 1984, Gift of Life Transplant House has seen numerous expansions, growing to meet the need. Between the Edward and Jayne Pompeian Home and the Anne and Henry Zarrow Home, our campus hosts 84 rooms.

In August 2025, the Gift of Life Pediatric Transplant House opened its doors to provide lodging for children undergoing transplants and their families. The house was thoughtfully remodeled to offer family-style accommodations, allowing up to three families to stay at a time while supporting their child through the transplant journey. With a maximum occupancy of 10 people, the home creates a warm, supportive environment where families can find comfort, community, and stability during a challenging season of care.

## "THE GIFT OF LIFE"

If you are interested in learning more about Edward Pompeian and the history of Gift of Life Transplant House, we invite you to purchase a copy of **"The Gift of Life"** book for sale in our gift shop for \$13.



## LETTER FROM OUR EXECUTIVE DIRECTOR

*Dear Guests,*

*Thank you for choosing Gift of Life Pediatric Transplant House as your 'home away from home' during your transplant journey! Our staff, board members, and volunteers are committed to fulfilling our mission: to provide transplant patients and their caregivers with high quality, affordable accommodations in a supportive, home-like environment. It is our sincere desire to make your stay as comfortable, restful and secure as possible.*

*This guest manual has been created for you as a guide during your stay. The policies and procedures you find have all been designed to ensure your safety during your transplant. Maintaining the high quality of cleanliness and sanitation is an aspect of our mission we take very seriously and recognize as an important part of your recovery.*

*Just as important is providing a supportive, home-like environment. You will find that in the camaraderie, connections and conversations with the other guests also staying at the house. You will come to Gift of Life Pediatric Transplant House as a friend and leave as a member of our family!*

*We appreciate your comments, so please feel free to share them with me or with any of our staff. The manual will inform you as to how best to have any maintenance or room comfort issues resolved quickly.*

*Sincerely,*

*Stephanie Donovan*

*Executive Director*





# House Information

**Your Room Information**

Room Number: \_\_\_\_\_

Floor: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**House Address**

Gift of Life Pediatric Transplant House  
624 W. Center St.  
Rochester, MN 55902

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\_\_\_\_\_

**OFFICE HOURS**

MONDAY - FRIDAY  
7:30 AM - 4:00 PM

**MAILING ADDRESS**

GIFT OF LIFE PEDIATRIC  
TRANSPLANT HOUSE  
624 W. CENTER ST.  
ROCHESTER, MN 55902

**PHONE**

**FAX**

507.285.6396    507.281.9888

**RESIDENT NIGHT SUPERVISOR**

Our Resident Night Supervisor resides on site and may be contacted IN CASE OF EMERGENCY after 9 PM.

Our Resident Night Supervisor may also be reached via cell phone. The number is posted on the dry erase board on the main floor.

CELL PHONE: 507.269.8689

**PLEASE DO NOT CALL AFTER 9 PM FOR NON-EMERGENCY ISSUES.**





# Check-In Procedures

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## COMPLIANCE POLICY

**IF OUR POLICIES ARE NOT FOLLOWED, WE MAY TERMINATE YOUR CURRENT LODGING ARRANGEMENT AND DENY YOU FUTURE LODGING AT GIFT OF LIFE PEDIATRIC TRANSPLANT HOUSE.**

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## ROOM & CONTACT INFO

Please give your room number to your family and friends. Mailed correspondence should be addressed with your name and room number.

## PAYMENTS

Payments can be made at the front desk during normal business hours. If you are making a payment after hours, please fill out a payment envelope. Please complete all information requested on the envelope. Payments are due weekly. Payments made after hours must be placed in the payment box located behind the front desk. **We also ask that you make your last payment in person.**

## REGISTRATION CARDS

**Registration Card and Policy Compliance Agreement:** These cards MUST be returned to the front desk on your first day.

**Caregiver Registration:** This card requests information about caregivers who do not reside with you in your home. Please return the completed form to the front desk.

**Caregiver Update Form:** If you have a new caregiver coming in, please fill out the Caregiver Update Form and return to the front desk.

## COMMENTS & CONCERNS

Please inform us of any concerns you may have, including room repairs. Maintenance request forms are located at the front desk. Your communication is the best way to get ahead of any potential problems.

# Check-Out Procedures

## CHECK OUT IS AT 2:00 PM

You received a copy of this form when you checked in.  
Please refer to it as you get ready to check out.

**If you do not check out prior to 2 PM, you will incur an additional nightly charge. YOU MUST complete the check-out procedure list and return the completed check out procedure list to the front desk upon departure. This must be done as part of our proper check-out procedures. Additional forms can be found at the front desk.**

- Strip the beds of sheets, leaving the mattress cover/pad in place.
- Put the sheets, pillow cases, pillow protectors and soiled bath linens in the laundry basket. Place basket in the bathroom.
- Fold the blankets, quilts and bedspreads and leave them on the bed.
- Empty the waste baskets and put in the outside trash can.
- Check the closet, bathroom, dresser drawers, and bedside table in your bedroom to be certain you have removed all your belongings.
- Vacuum the carpet.
- Remove ALL food from your refrigerator, pantry and freezer spaces.
- Wipe out all food areas with warm soapy water.
- Clean out your laundry supplies.
- Remove coats, shoes and boots from the front room.
- Pay for any outstanding lodging and cleaning fee.
- Return your room keys, parking permit and completed check-out list to the front desk. If no one is available, leave the keys, parking permit and the completed check-out list in the basket on the front desk.



# HOUSE POLICIES



# House Policies

## DRESS CODE

Please dress respectably at all times. Shirts and shoes or slippers are required at all times outside of your room. Wet, muddy or dirty outerwear and footwear should be left in the front room. Please respect the house and guests and DO NOT walk anywhere in the house in wet or dirty clothes or shoes. This applies to visitors as well. During the winter months, please leave your slippers or indoor shoes in the front room located near the building entrance so you may change in and out of them as you come and go. Our staff works hard to maintain an exceptionally clean environment for you, and wearing wet or dirty shoes or boots leaves tracks. In addition, outerwear has the potential to carry fungal spores into the house. These fungal spores have the potential to cause respiratory problems for guests.

Coats, jackets or outside hats may not be worn in the house or placed on chairs, stair railings or in common areas of the house. These items must be kept either in your guest room or in the front room. The only exception to this policy is for our guests undergoing chemotherapy, bone marrow transplant or stem cell transplants who may wear hats in the house.

## HEAT & AIR CONDITIONING POLICY

The windows in the rooms should be kept closed unless opened briefly to air the rooms. Opening windows will allow humidity to enter the house which ultimately causes problems with the air conditioning system. If you are experiencing problems with either heating or cooling, please report it to our staff or the resident night manager.

## HUMIDIFIER & SPACE HEATER POLICY

Space heaters are not allowed. If you are experiencing heat issues, please contact the House Manager or the Night Supervisor. Your concerns will be promptly addressed.

Humidifiers are not allowed. They can set off fire alarms and cause a white residue to settle on surfaces that is difficult to clean. In addition, high humidity in a guest room can cause transmission of infectious disease and viruses. If you are experiencing dry skin, please ask our staff if we have any Vanicream. Vanicream is available at any drug store over the counter and is recommended by Mayo Clinic. If you are experiencing dry nasal passages, choose a saline nasal mist after checking with your physician. Saline nasal mist is available at any drug store over the counter.

## OCCUPANCY & TEMPORARY LEAVES

If for any reason you will not be staying in the house overnight, let our House Manager know. In case of an emergency, we must have an accurate count of who is staying here for emergency personnel.

**If you plan to be gone more than two nights, you will be asked to check out and request another room when you return. While we know this presents a challenge, it is necessary to accommodate the number of guests needing lodging. Exceptions are occasionally made at the discretion of the Executive Director or Operations Manager.**

## FOOD POLICY

Food is only permitted in the kitchen and may only be eaten in the dining room. Food is not permitted in the guest rooms or common areas. This is extremely important as we keep the rooms as clean as possible. Crumbs left in areas throughout the house attract bugs and mice which is incredibly dangerous to the health of our patients and cleanliness of our house.

### **THIS IS A ZERO TOLERANCE POLICY.**

***Failure to comply will result in an immediate request that you leave. You will not be permitted to stay again.***

## PERSONAL CLEANLINESS

Please ensure that your hands are clean at all times. Bottles of disinfectant hand soap are available at each sink in the house. It is crucial that the hands are washed for a minimum of 20 seconds to rid the spread of germs. Sanitizer is also available in every room and throughout the house. Please use hand sanitizer upon entering the house.

## GUEST HEALTH POLICY

If you or your caregiver contract a cold, influenza, coronavirus, c. difficile infection or any other communicable illness while staying with us, contact Mayo Clinic for medical assistance and be sure to tell them you are staying at Gift of Life Transplant House. Communicate with the House Manager about your illness immediately. A mask must be worn if you contract a cold, cough or sore throat. Management reserves the right to insist that masks be worn at all times. If necessary, we may ask you to leave the house for the health and safety of our other guests. We will make arrangements for you to stay at a hotel until you are permitted to return by your doctor.

\*\*It is recommended that caregivers have their vaccinations up to date. Please do not request a room or stay at Gift of Life Transplant House if you or a family member has been exposed to chicken pox or another communicable disease within 14 days prior to your arrival. If such a disease is discovered within three days of checking out, notify us immediately.

## HOME HEALTH CARE

Gift of Life Pediatric Transplant House is NOT a medical facility and does not provide medical care. Staff and volunteers will not perform or participate in any medical procedure or treatment.

## Prohibited Items

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### ALCOHOL & DRUGS

We do not allow smoking or the use of other tobacco products (including E-Cigarettes and Vape Pens), alcoholic beverages or recreational drugs of any kind on our property. This includes the buildings, parking lots, driveways, steps, sidewalks and lawns. Smoking in personal vehicles on Gift of Life Pediatric Transplant House property is also prohibited. Smoking is only permitted off property grounds.

### GUNS & WEAPONS

Gift of Life Pediatric Transplant House does NOT allow guns or other weapons on the premises even if you have a conceal/carry permit. Premises includes the buildings, parking lots, driveways, steps, sidewalks and lawns.

### CANDLES & AIR FRESHENERS

You may not have lit candles in the house. Candles present a fire hazard. The scent from air fresheners is not well tolerated by most guests and if not installed properly can leave a stain on the wall. For this reason, air fresheners are not permitted in the rooms.

### FLOWERS

Live flowers and plants are not allowed inside the house due to the immunosuppressed state of our guests. Bacteria can be carried easily in soil and water. Silk flowers, balloons, fruit or candy baskets are preferred gift alternatives.

### STRONG PERFUME & COLOGNE

Please be respectful of our guests and refrain from wearing strong perfume or cologne.

# Safety & Security

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## SECURITY CODE

The security code for the main entrance of the house **must be kept confidential**, even after you leave Gift of Life Pediatric Transplant House. Do not give the code to visiting friends or relatives; make arrangements to greet them at the door. If you expect visitors, but are at an appointment, call our front desk so we may greet them. They must stay in our front room. Visitors may visit with you in the front room or living room. **Visitors are not allowed in your room.** If you are expecting a food delivery, please greet them at the front door.

**NOTE: Management reserves the right to restrict visitors in the house or on the premises.**

## GENERAL SECURITY

Do not prop open any entrance, even when moving in or out. If you need someone to hold the door for you, ask a staff member, volunteer or another guest. Please make sure you lock doors immediately after you enter the house. Do not allow anyone to enter behind you and do not open the door for anyone unknown to you. Please immediately notify the staff or the resident night supervisor if you notice someone in the house who is unknown to you or is suspicious.

## SAFETY & EMERGENCIES

In the event of a tornado, please immediately exit your room and gather in the basement. Our disabled guests should gather in the handicap shower. In the event of a fire, please calmly exit the building. The fire alarm will automatically contact the fire department and a systematic search of each room will be done to ensure no one has been left behind. Guests should meet in the front yard.

***Gift of Life Pediatric Transplant House is not responsible for lost or stolen items or damage to your personal property.***



# LODGING



# Lodging

## General Information

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### WIFI

Free WiFi is available to you:

**Network:** GOL      **Password:** giftoflife

### COMPUTERS

We have a house computer available for guest use in our designated computer room on the 3rd floor. There is also wireless access throughout the house if you wish to bring your own laptop. Please see the additional instructions in this manual on page 33.

Computer Login:

**Username:** GOL-Guest      **Password:** Guest4GOL!!

### HOUSE PHONES

Please do not answer the house phones. During business hours, our House Manager will answer the phones; after hours, phone calls are routed to an answering machine to leave a voicemail. There is a cordless guest phone available in the dining room that is available 24/7.

## Fees & Payment

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### LODGING FEES

\$30 per night per room.

\$40 one-time cleaning fee per visit (added to the first night's room charge).

*The first week's room charge is \$250. Every week following is \$210.*

## Payment Arrangements

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Your first payment is due within a week of your arrival. Payments are due on a weekly basis thereafter. You may pay in cash, check or credit card (Visa, Discover, MasterCard) at the House Manager desk or drop it in the drop box at the House Manager desk.

***Please Note:*** *We do not accept American Express.*

### PAYMENT ENVELOPES

Payment envelopes are located next to the drop-box. Always fill in the requested information accurately and legibly so we can ensure that your payment is recorded properly.

### RECEIPTS

You will receive a receipt for your payment. Your last payment should be given to the House Manager when you check out. If the House Manager is not available, you can put your payment in the drop box on the front side of the desk. We will mail or email you a receipt the next business day.

*Room fees & gift shop purchases are not tax-deductible*

# Guest Rooms

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## ROOM CLEANLINESS

It is important to keep your room clean at all times. Due to the immunosuppressed nature of our guests, we ask that you do your part to keep your room up to our high standards.

- Make bed daily.
- Dust and vacuum weekly.
- Keep the bathroom clean.
- Wash bedding weekly. If there is a stain, please notify the House Manager immediately.
- Do not use towels to remove make-up or when using Hibiclens soap (these cause stains that we cannot remove).
- Do not staple, pin, glue or paste anything on the mirrors, walls, doors, windows or furniture in your room even if the product says non-stick.
- Do not pour medicine while sitting on the bed. Medicinal stains are extremely difficult to remove. If you do spill medicine, notify the house manager.
- Keep medicine and toiletries in the bathroom.
- Cleaning supplies and vacuums are available in the guest cleaning closets.

## MEDICAL SUPPLIES

Oxygen equipment may be ordered and delivered to the house. Self-dialysis may also be done at the house (please inform staff of use).

## TELEVISIONS

Guest rooms do not have televisions. Television viewing is available on the 3rd floor TV room. Feel free to stream your favorite programs on your personal device anywhere in the house or in your guest room. Radios and laptops are also welcome. Please be mindful of your volume to avoid disturbing other guests.

# Laundry

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Complete laundry facilities are available for our guests and caregivers. The laundry room includes a washer and dryer, as well as an iron and ironing board.

***Your respect for our equipment will help avoid repairs and allow our fees to remain affordable.***

## LAUNDRY ROOM REMINDERS

- Before each use of the washer, please clean the top of the machine and the inner ledge, using the sanitizer and paper towels provided.
- DO NOT USE bleach on the towels or bed linens we have provided you.
- If you notice a stain, please contact the House Manager before washing them.
- After each use, please leave the washing machine doors open and empty the lint vents in the dryer.
- Shelving is available for your laundry supplies.
- Please label your supplies with your room number.
- **Please be prompt in removing your clothes from the washer or dryer** so that other guests may utilize these facilities.

# Garbage

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- Make note of your turn to take out the kitchen trash. Each guest room is assigned a regular rotation to empty the trash in the kitchen. The schedule for this is posted in the kitchen.
- Please use the recycling bin located in the kitchen.
- If you have needles or other sharp items to throw away, use the sharps disposal container found in the labeled kitchen cabinet.
- Please empty your room's trash at least once a week.
- The trash and recycling containers are located outside next to the ramp.

## Kitchen & Dining

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**THE CLEANLINESS OF OUR KITCHENS IS EXTREMELY IMPORTANT. THESE POLICIES HAVE BEEN IMPLEMENTED FOR THE HEALTH AND SAFETY OF ALL OUR GUESTS.**

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### OUR KITCHENS

We have a fully equipped kitchen. Guests share the refrigerator and freezer. Each guest is assigned a pantry. Food items on the shelves labeled as “House” are available for your use

### FOOD & BEVERAGE POLICIES

- Food must be kept in the kitchen and dining room.
- Meal preparation is only allowed in the kitchen.
- Eating and snacking is NOT permitted in the kitchen, common areas or guest rooms.
- All eating must be done in the dining room or on the outside patio.
- Please see the posted signs for directions about using the dishwasher.

### KITCHEN CLEANLINESS

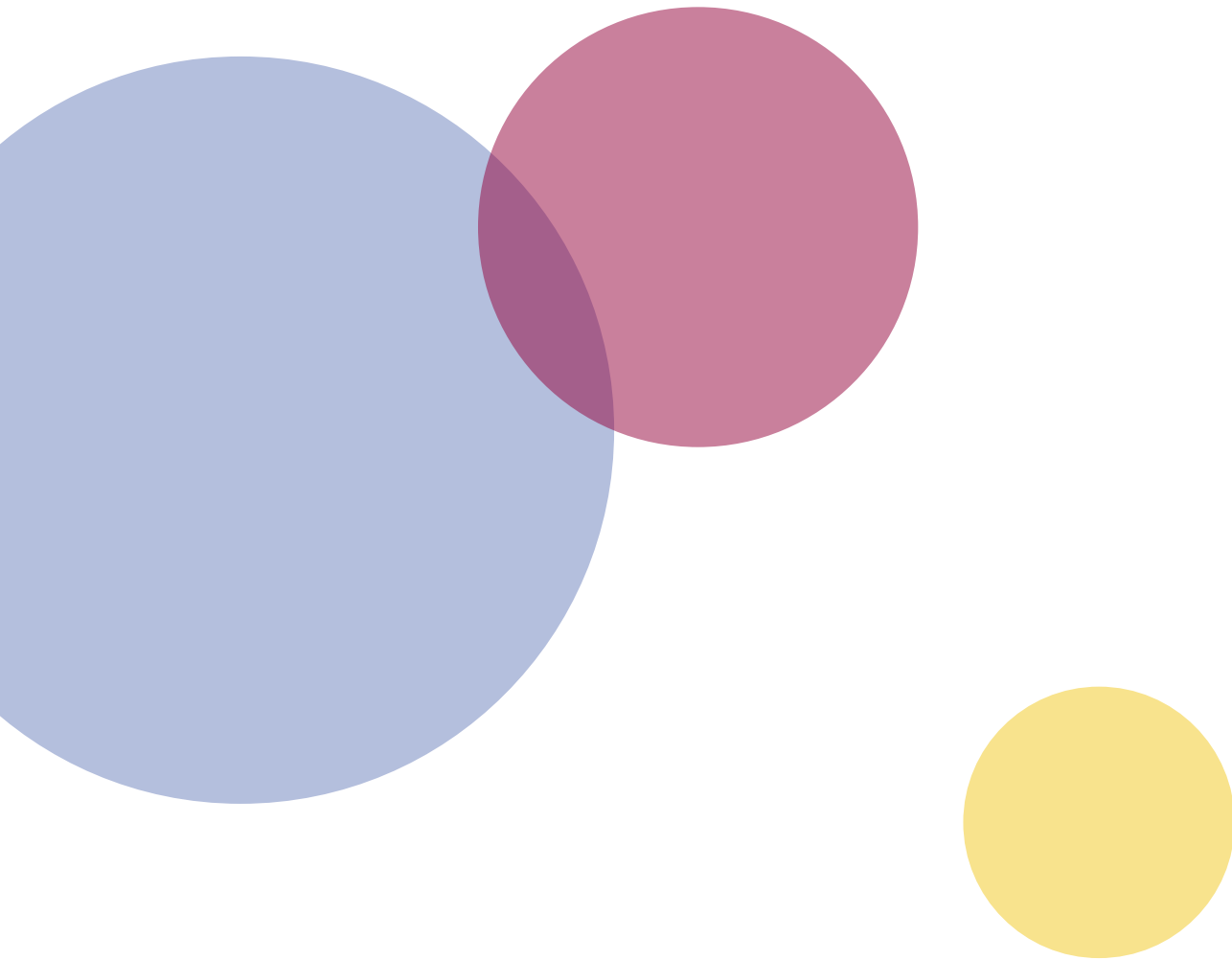
- Wash your hands when you enter the kitchen.
- Clean as you go, not after all meal preparation is done. This includes countertops, stove top, sink, appliances, etc.
- All areas of the kitchen that you use must be cleaned using our disinfectant (these bottles can be found on the kitchen counter with paper towels).
- Sweep the kitchen floor as necessary.
- All dishes, glasses, silverware, pots, pans and cooking utensils including knives should be rinsed and then put in the dishwasher.
- Tupperware must be washed thoroughly with hot, soapy water, dried and put away. ***Tupperware does not go in the dishwasher.***

# Dining Room

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## **DINING ROOM**

- Food is only to be eaten in the dining room or on the outside patio. Disinfect tables and chairs after every use.
- Please step out of the dining area if you need to answer a phone call.



# CAREGIVERS & VISITORS



# Caregivers & Visitors

## Caregivers

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### CAREGIVER EXPECTATIONS

Every transplant patient is required to have one caregiver who will stay with them in their guest room 24/7. This caregiver may stay at the house while the patient is in the hospital. Family members must be at least 18 years of age to serve as a caregiver. An unrelated person must be at least 21 years of age.

During your stay at Gift of Life Pediatric Transplant House, caregivers are expected to ensure the following tasks are completed:

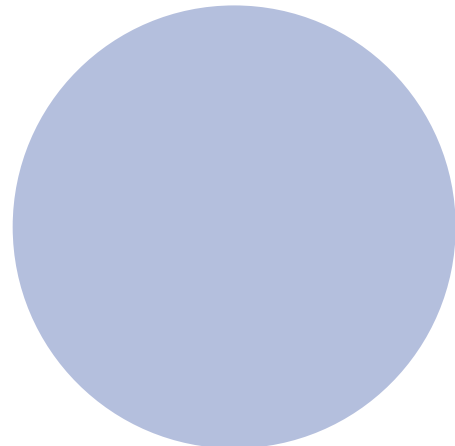
- Wash your hands when you enter the kitchen.
- Grocery Shopping
- Kitchen duties (cook, wash dishes, clean as necessary)
- Clean guest rooms
  - Standard cleaning supplies are donated and supplied in the cleaning closet. Abrasive cleaners should not be used. A vacuum, mop and rags are provided by the house in the cleaning closet.
- Laundry (including towels, bed sheets and quilts. Please do not wash the bedspreads.)

### NEW & ADDITIONAL CAREGIVERS

You are permitted to change caregivers during your stay. We understand that your family and friends will want to support you and often cannot take as much time off to cover your entire stay. Each new caregiver must complete a Caregiver Registration Card and a Change of Caregiver Form with the house manager upon arrival. A parking permit will be provided.

### SIBLINGS

Up to 1 sibling may accompany transplant families.



## Visitors

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**Gift of Life reserves the right to restrict visitors at any time**

### VISITOR EXPECTATIONS

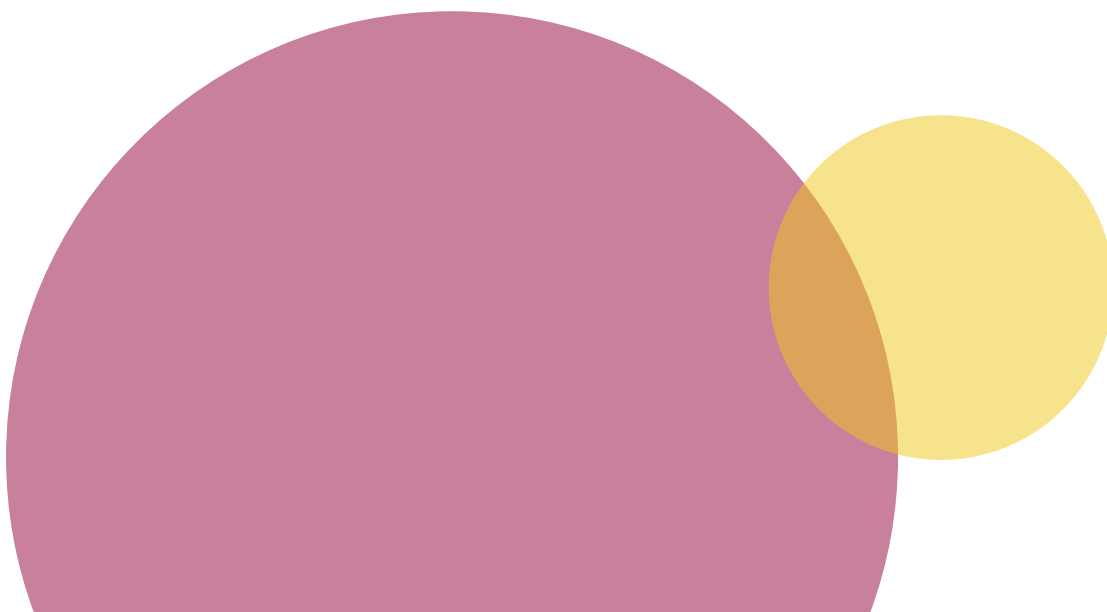
Visitors are welcome between 9 am and 8 pm daily. All visitors must sign in on the guest book at the front desk. They are expected to follow our house policies and guidelines. Visitors are allowed in the front room and living room but **are not allowed in your guest room**. This allows our staff to continue to maintain the exceptional cleanliness and safety of the house. Visitors are also expected to leave coats and boots in the front room.

### ILLNESS LIMITATIONS

If your visitor is sick, we ask that they do not visit in order to respect and ensure the health and safety of our guests.

**\*\*Gift of Life Pediatric Transplant House and its guests, staff and volunteers assume no liability for visitors.**

**Gift of Life Pediatric Transplant House reserves the right to restrict visitors from inside the house and/or on the premises. Signs will be posted when these restrictions are imposed.**





# AMENITIES



## Computer & Wireless

**OUR IT COMPANY MONITORS UPLOADING AND DOWNLOADING OF MOVIES, ETC. AND REPORTS THIS ACTIVITY TO US. ANY DOWNLOADING OF ILLEGAL MOVIES OR ANY DOWNLOADING OF INTERACTIVE GAMES IS STRICTLY FORBIDDEN AND WILL RESULT IN THE GUEST AND CAREGIVER BEING ASKED TO LEAVE GIFT OF LIFE PEDIATRIC TRANSPLANT HOUSE.**

### COMPUTER POLICY

- The house computer is only available to registered guests and caregivers.
- When other guests are waiting to use the computer, please limit your time to 30 minutes.
- Guests may not use or add their own personal games or programs to the house computers.
- Computers may not be removed from their location, including setting them on the floor.
- If problems occur, alert the House Manager and specify the issue. Do not attempt to fix the problem yourself.
- Gift of Life Pediatric Transplant House maintains a NO TOLERANCE POLICY on viewing pornographic sites. These sites are blocked by our firewall, but any effort to bypass our firewall will result in the guest and caregiver being asked to leave.
- Food is not allowed in the computer room.

### WIRELESS COMPUTER ACCESS INSTRUCTIONS

**Network:** GOL      **Password:** giftoflife

#### Process to Connect:

- On the bottom right corner of your screen you will see an icon of bars or 2 PC displays. Click on it once.
- This will open a small screen with the network name. Click on Connect or Disconnect.
- This will show a list of networks.
- Right click on GOL network and select Properties
- Select the Security tab, then select the following:
  - Security type = WPA Personal2
  - Encryption type = AEP
  - Network Security Key = giftoflife
  - Select OK
- You should now be connected. Your PC should save the network settings.

## Special Rooms

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We offer many rooms for your relaxation and enjoyment. Please keep the common areas clean and sanitize the area after use. **No food is allowed in any of the rooms**; however, beverages are okay. Be respectful of other guests also using the common areas.

### LIBRARY

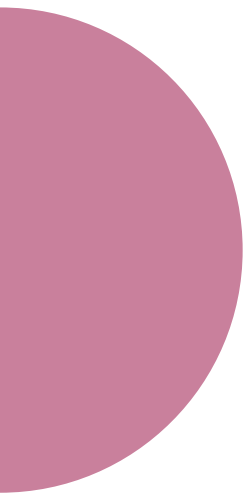
Enjoy quiet time in our library filled with a variety of books. If you borrow a book, please return it before you leave.

### TV

A television is located on the third floor. This room is here for your relaxation and connection. Please notify the house manager if you discover any malfunctions. No food allowed.

### TOY ROOM

The toy room is located on the third floor. This room offers a variety of toys for all ages.



# TRANSPORTATION & PARKING



# Transportation & Parking

## Transportation

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There are various transportation opportunities available for your convenience, whether you are traveling to and from your appointments, traveling home or exploring the Rochester area.

### MAYO PATIENT SHUTTLE

A shuttle is available Monday through Friday for your convenience. The shuttle will drop you off at the Charlton and Gonda Buildings, and Saint Marys. There is no charge for the shuttle; however, between the hours of 8:00 am - 4:30 pm, our staff will need to page the shuttle for you. You will want to ask the House Manager to page the shuttle at least 30 minutes before you need to leave. The shuttle will stop by the house 3 times in the early morning between 6:40 am and 8:00 am. The shuttle will not wait for you so please be ready in the driveway to get on the shuttle when it arrives.

### AIRPORT TRANSPORTATION OPTIONS

**Rochester Shuttle Services:** 507.216.6354      [Rochestershuttleservice.com](http://Rochestershuttleservice.com)

**Groome Transportation:** 507.280.9270      [Groometransportation.com](http://Groometransportation.com)

### TAXI SERVICES:

**Med City Taxi:** 507.282.8294

**Yellow Cab:** 507.282.2222

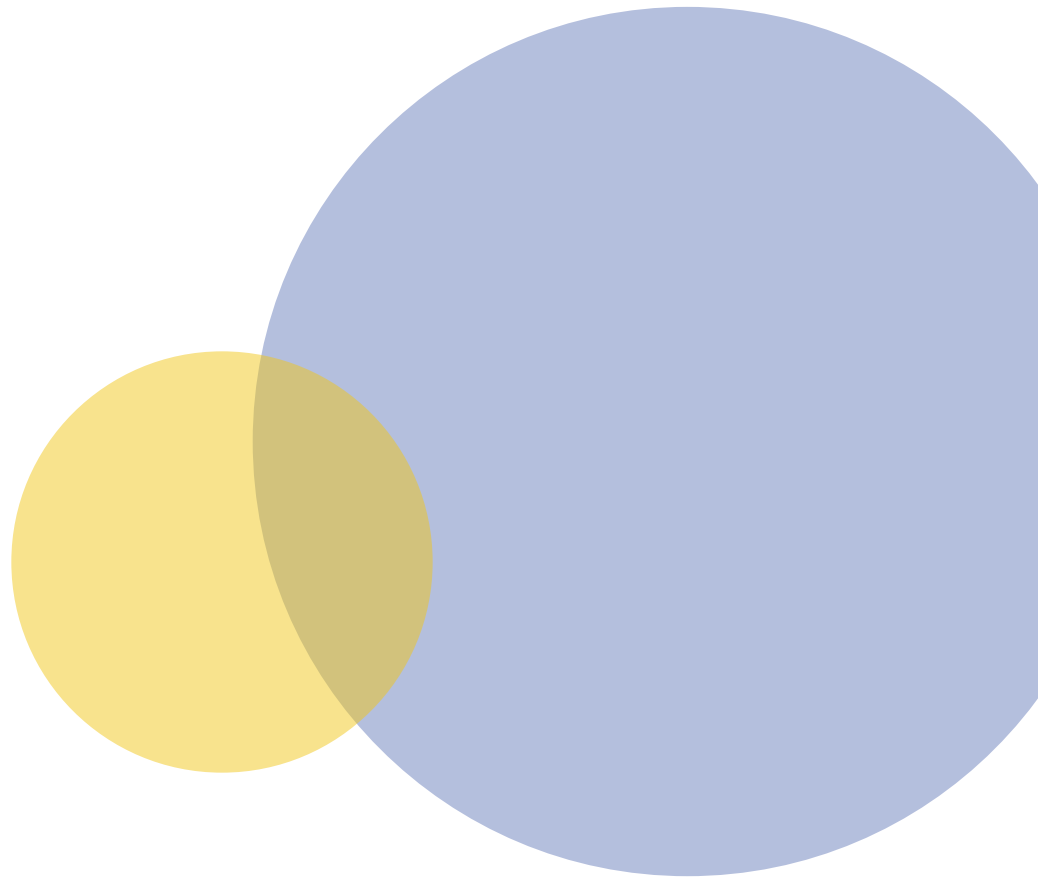
## Parking

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Parking is available for one vehicle at no charge for all guests in our outdoor parking lot. Due to limited parking space available, only one vehicle per family is allowed. Additional parking is available at our 705 and 724 locations if the driveway is filled. If you bring a second vehicle, there is an additional charge of \$3 a day.

### **PARKING PERMITS**

Upon check-in, a parking permit is provided and should be displayed in the vehicle from the rear view mirror or on the dashboard. Vehicles not displaying a permit are subject to being towed and can only be retrieved at the owner's expense.





# EXPLORING ROCHESTER



# Experience Rochester

[www.experiencerochestermn.com](http://www.experiencerochestermn.com)

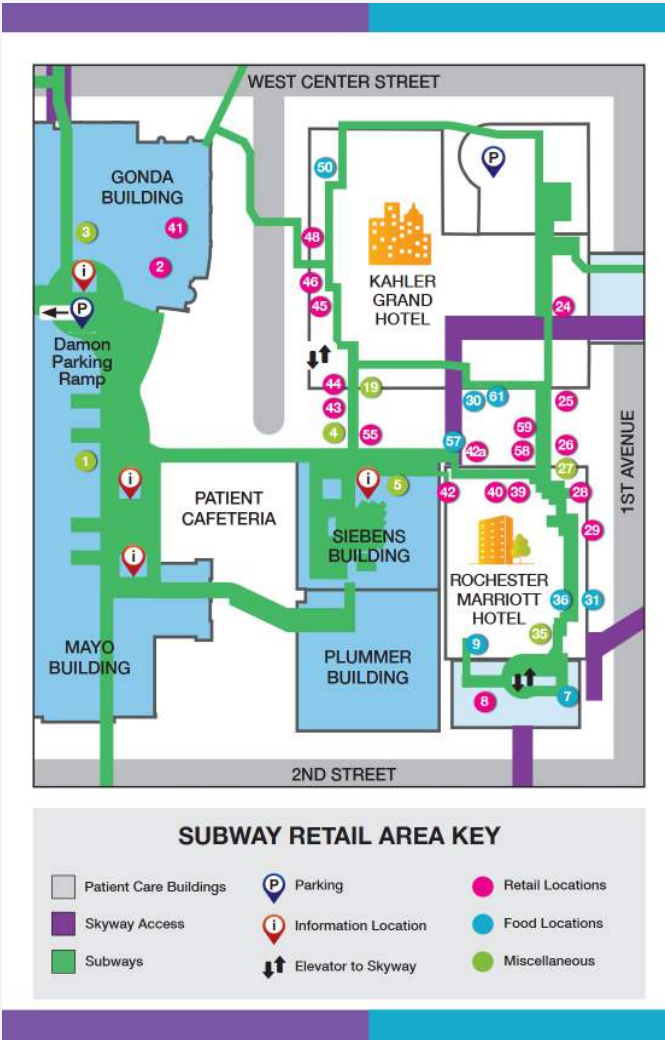
As the restaurant scene is always evolving, please take a look at [www.experiencerochestermn.com](http://www.experiencerochestermn.com) for up to date restaurant, grocery, and other shopping information and recommendations.

Experience Rochester MN also has a list of current events in the area.



# Subway

The map below was last updated September 2025.



**SUBWAY RETAIL AREA MAP**  
➤ Numbers 23-61 match the numbers on the store fronts.

<p><b>RETAIL LOCATIONS</b></p> <ul style="list-style-type: none"> <li>2 Shops at Gonda (gifts, snacks)</li> <li>24 Hanny's Menswear</li> <li>25 Kahler Barber Shop</li> <li>26 Rhea's Silk Scarves &amp; More</li> <li>26 LaRhea Boutique</li> <li>28 Baby Baby</li> <li>29 The Dove (children's clothing)</li> <li>39-42a James Krom Natural Images</li> <li>42 The Mayo Store for Compression &amp; Mastectomy Products</li> <li>43 Hanny's St. Croix (Men's)</li> <li>44 Style by Hanny's (Women's)</li> <li>45 Couture by Hanny's (Women's)</li> <li>46 Eye Q Intelligent Eyewear</li> <li>48 99 Giggles</li> <li>55 The Mayo Store</li> <li>58 Ell Boutique</li> <li>59 CBD Botanical, Rhapsody Organics</li> </ul>	<p><b>FOOD LOCATIONS</b></p> <ul style="list-style-type: none"> <li>9 Bruegger's Bagels</li> <li>30 Salad Works</li> <li>31 Caribou Coffee</li> <li>36 Cinnabon/Anne's Pretzels</li> <li>50 Carroll's Corn</li> <li>57 Chocolate Oasis</li> </ul>
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<p><b>MISCELLANEOUS</b></p> <ul style="list-style-type: none"> <li>1 Mayo Pharmacy</li> <li>3 Mayo Clinic Quiet Room &amp; Patient Communication Center</li> <li>4 Mayo Concierge Services</li> <li>5 Barbara Woodward Lips Patient Education Center</li> <li>19 Cloud 9 Acupuncture &amp; Spa</li> <li>27 Associated Bank</li> <li>35 Counselor Realty</li> </ul>	<p><b>KAHLER HOTEL LOBBY</b></p> <ul style="list-style-type: none"> <li>• Happy Mart</li> <li>• Lord Essex Tavern &amp; Grill</li> <li>• Mayo Employee Credit Union</li> <li>• Midwest Shores Crystals &amp; Jewelry</li> <li>• Qoba Mexican Eats</li> <li>• Quality Care - Patient Transports</li> <li>• Rochester Rental Homes</li> <li>• Ruth's Chris Steak House</li> <li>• Sebo Savica Law Firm</li> <li>• SEMVA Gift Gallery</li> <li>• Tea Time</li> </ul> <p><b>KAHLER STREET LEVEL</b></p> <ul style="list-style-type: none"> <li>• Olde Brick House</li> <li>• UPS Store</li> <li>• Victoria's Ristorante &amp; Wine Bar</li> </ul> <p><b>MARRIOTT STREET LEVEL</b></p> <ul style="list-style-type: none"> <li>• Salute Wine Bar</li> </ul>
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# Mayo Clinic Connect

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Mayo Clinic Connect is a welcoming online community where you can share your experiences, ask questions and find support from people with similar health concerns.

## HOW TO JOIN

- Go to [connect.mayoclinic.org](https://connect.mayoclinic.org). Click the “JOIN” button in the top right corner.
- Create a username. You do not have to use your real name if you wish to remain anonymous. Then add your email address and choose a password.
- Keep the “Opt-in to site emails” box checked so you receive alerts about activity on the site.
- Click “Join.” Scroll and read to the bottom of the Terms and Conditions. Then click “Agree and Join”
- This will ring you to Your Profile. On this page, you can add a picture and change your settings. Or simply click the “do it later” button. You are now a member of Connect!

## NEXT STEPS

Now that your account is setup, you can:

- Follow groups
- Join a discussion
- Start a new discussion



GIFT OF LIFE PEDIATRIC  
TRANSPLANT HOUSE

624 W. Center St.

**GUEST MANUAL**



Gift of Life  
**Pediatric**  
TRANSPLANT HOUSE