GIFT OF LIFE TRANSPLANT HOUSE

Anne & Henry Zarrow Home
724 2nd Street SW

GUEST MANUAL

Welcome to Gift of Life 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
TRANSPLANT HOUSE
Rochester, MN

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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 Transplant House, 724 Second Street SW 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 AM - 5 PM call the receptionist at extension 2103.
   - 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 receptionist 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 just around the block 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.

"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 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 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:

Room Phone Number:

House Address

Anne & Henry Zarrow
724 2nd Street SW

Rochester, MN 55902

OFFICE HOURS

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

MAILING ADDRESS

GIFT OF LIFE TRANSPLANT HOUSE
705 2ND ST. SW
ROCHESTER, MN 55902

PHONE

507.288.7470

FAX

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 bulletin board in your room and below.

ZARROW HOME (724 HOUSE)

EXTENSION: 1212
CELL PHONE: 507.269.8689

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

CHECK IN & CHECK OUT PROCEDURES

Check-In Procedures

COMPLIANCE POLICY

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

ROOM & CONTACT INFO

Please give your room telephone number and your room number to your family and friends. Mailed correspondence should be addressed with your name and room number. Give your room telephone number to your nurse coordinator, social worker, and physician. This is important should they need to notify you with test results, appointment changes, etc. and can't reach you on your cell phone. For more room information, see page 24.

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 to the left of the mailboxes. **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 reception 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 next to the reception 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 reception 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 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 garbage bags in the dumpster.
- ○ Check the closet, bathroom, dresser drawers, bedside table and desk in your bedroom to be certain you have removed all your belongings.
- ○ Vacuum the carpet.
- ○ Return the heat/air conditioning to 70 degrees on the low setting.
- ○ 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 coat room.
- ○ Pay for any outstanding lodging and/or cleaning fee.
- ○ Return your room keys, ID lanyards, parking permit and completed check-out list to the reception desk. If no one is in the office, leave the keys, ID lanyard, parking permit and the completed check-out list in the basket on the reception 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 coat room at the main entrance. 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 coat 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 in the coat 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 building 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 one of our staff or a 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 receptionist 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 kitchens and may only be eaten in the dining rooms. **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 receptionist 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 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.

PERSONAL COMPUTERS

Computers may NOT be connected into the guest-room phone jacks. This may not allow calls for emergency services (fire, ambulance, etc.) to get out. Each room is equipped with WiFi internet access. See page 34 for more information.

Prohibited Items

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 Transplant House property is also prohibited. Smoking is only permitted off property grounds.

GUNS & WEAPONS

Gift of Life 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

SECURITY CODE

The security code for the main entrance of the house **must be kept confidential,** even after you leave Gift of Life 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 receptionist so we may greet them. They must stay in our front lobby. Visitors may visit with you in our Family Hospitality Room or in the common areas of the house. ***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

All outside doors automatically close and lock behind you. 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. 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.

GUEST IDENTITY

It is MANDATORY for all guests, caregivers and visitors to wear an ID lanyard while staying at Gift of Life Transplant House at all times. You will be questioned by staff if you are not wearing an ID lanyard. This enables us to quickly identify you in the event of an emergency.

SAFETY & EMERGENCIES

A combination alarm/light system will alert you in the event of an emergency. Please review EXIT signs and other directives.

In the event of a tornado, please immediately exit your room and gather in the lower level in the inner hallway by the guest laundry. 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. In the event of a power failure, security lights will illuminate in the hallways and stairwells.

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

LODGING

Lodging

General Information

WIFI

Free WiFi is available to you:

Network: GOL **Password:** giftoflife

COMPUTERS

We have house computers available for guest use in our designated computer and lounge rooms. There is also wireless access throughout the campus if you wish to bring your own laptop. Please see the additional instructions in this manual on page 34.

FAX MACHINES

Fax machines are available during business hours for incoming and outgoing faxes of 10 pages or less in length. **Our fax number is 507.281.9888.**

HOUSE PHONES

Please do not answer the house phones. During business hours, our receptionists answer the phones; after hours, phone calls are routed to an answering machine to leave a voicemail.

SHOWER CHAIRS

Shower chairs are available for your use in the guest cleaning closets. If none are there, please contact our receptionist or resident night supervisor.

POP MACHINE

A pop machine is located in the lower level stairwell.

ELEVATOR

An elevator is available with access to all floors. DO NOT use the elevators during fire alarms or severe storms.

Fees & Payment

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.

POSSIBLE ADDITIONAL FEES

$3 for additional Parking Pass *(See Page 39 for more details)*
$10 per night for a second caregiver *(See Page 30 for more details)*

Payment Arrangements

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 reception desk or drop it in the drop box in the reception area if there is not a staff member at the reception 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 receptionist when you check out. If the reception desk is not open, 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

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 housekeeping staff or the operations 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. Use bulletin board for all posting.
- Do not pour medicine while sitting on the bed. Medicinal stains are extremely difficult to remove. If you do spill medicine, call our housekeeping staff for assistance.
- Keep medicine and toiletries in the bathroom, NOT on the oak furniture.
- Cleaning supplies and vacuums are available in the guest cleaning closets on each floor.

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 in the common areas throughout the house. Smart TV's require too much bandwidth and do not work well in the guest rooms. 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.

Guest Telephone & Voicemail System

ROOM PHONES

Each guest room offers a private telephone and voicemail service. Your room phone number is listed on the front of your phone. Phone calls ring into your room and go to voicemail if you don't answer. There is no charge for local calls. However, you will need a calling card to make long-distance calls from your room phone. You may also choose to use your cell phone.

Instructions about how to change your voicemail greeting and access your messages are available by dialing 70 on your phone. To get an outside line for local calls only, dial 8 first then the phone number (without the area code).

MAKING CALLS

Local Calls:
Dial 8 + Telephone number (no area code).

Toll Free Calls:
Dial 8 + telephone number.

Long Distance Calls:
Not available from guest rooms.

Guest Room Calls:
Dial the 4-digit extension number for the room you are calling.

Receptionist Calls:
Dial 0 or 2103.

Message Waiting Indication:
When you have a voicemail message you will hear a stuttered dial tone on your line.

TO CHECK YOUR VOICEMAIL

- Lift handset and dial 70.
- Press P (7) to play messages.
- Press G (4) to change greeting.
- Press W (9) to set wake-up time.
- Press 0 to return to operator.
- Press D (3) for delete message.

Laundry

Complete laundry facilities are available for our guests and caregivers. The laundry room includes washers and dryers, as well as an iron and ironing board. The cost for washers and dryers is $1.25 per load. Coin machines are provided for your convenience. Our machines use U.S. coins only. ***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 our housekeeping staff or the operations 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

- 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 assigned kitchen. The schedule for this is posted on a calendar in the kitchen.
- Please use the recycling bins located in each kitchen.
- If you have needles or other sharp items to throw away, use the sharps disposal container found in the cleaning closet in your wing of the house.
- Please empty your room's trash at least once a week.
- The dumpster is located on the east side of the building.

Kitchen & Dining

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

OUR KITCHENS

We have 2 fully equipped kitchens. Each guest room is assigned a refrigerator shelf, pantry space and freezer space. Food items on the shelves labeled as "House" are available for your use. Gas grills are located on the patio for seasonal outdoor grilling.

FOOD & BEVERAGE POLICIES

- Food must be kept in the kitchens and dining rooms.
- Meal preparation is only allowed in the kitchens.
- Eating and snacking is NOT permitted in the kitchens, common areas or guest rooms.
- All eating must be done in the dining rooms or on the patio.
- Keep your food items and containers in your assigned space in the fridge, freezer and pantry. If your food does not fit in your designated area please talk to the receptionist or the operations manager. DO NOT place your food in another space.
- Please see the posted signs for directions about using the dish sanitizer.

KITCHEN CLEANLINESS

- Wash your hands when you enter the kitchen.
- Keep your assigned refrigerator, pantry and freezer space clean and organized.
- Clean as you go, not after all meal preparation is done. This includes countertops, stove tops, sinks, appliances, etc.
- All areas of the kitchen that you use must be cleaned using our disinfectant *(these bottles can be found on kitchen counters with paper towels)*.
- Sweep the kitchen floor as necessary.
- All dishes, glasses, silverware, pots, pans and cooking utensils including knives should be washed thoroughly with hot, soapy water in the sink then put in the racks for sanitizing. ***This is a sanitizer NOT a dishwasher.***
- Tupperware must be washed thoroughly with hot, soapy water, dried and put away. Tupperware ***does not go in the sanitizer.***

Dining Room & Grill

DINING ROOM

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

GRILL

- When using the grill, be sure to clean the grill and utensils after each use.
- Sweep the patio grounds as needed.
- *Donations to replace the propane are welcome.*

CAREGIVERS & VISITORS

Caregivers & Visitors

Caregivers

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 Transplant House, caregivers are expected to ensure the following tasks are completed:

- Grocery shopping
- Kitchen duties (cook, wash dishes, clean as necessary)
- Clean guest rooms
  - Standard cleaning supplies are donated and supplied in the cleaning closet on each floor. Abrasive cleaners should not be used. A vacuum, mop and rags are provided by the house in the cleaning closet on your floor.
- 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 at the reception desk upon arrival. An ID lanyard will be prepared and if needed, a parking permit will be provided.

THIRD PERSON IN THE ROOM

There may be times when an additional caregiver is needed to assist with care of the guest. Gift of Life Transplant House charges a minimal fee of $10.00/night for this additional person. Please complete the Caregiver Registration Card and a Change of Caregiver Form for this additional person and turn into the receptionist.

STAYING WITHOUT A CAREGIVER

Guests who are one year post transplant and have a note from their transplant doctor, faxed to Gift of Life Transplant House, may stay without a caregiver. In certain situations, guests being evaluated for a transplant may stay without a caregiver with a note from their transplant doctor faxed to the house prior to your stay.

Visitors

Gift of Life reserves the right to restrict visitors at anytime

VISITOR EXPECTATIONS

Visitors are welcome between 9 am and 8 pm daily; however, visitors must only visit with their loved one in our Family Hospitality Room. The Family Hospitality Room can be reserved in increments of 2 hours by asking the receptionist to reserve the room for you. Visitors must leave the room by 8:00 pm and cannot stay overnight.

All visitors must sign in on the guest book at the reception desk. They are expected to follow our house policies and guidelines. 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 coat room and wear a visitor name badge while in the building.

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 Transplant House and its guests, staff and volunteers assume no liability for visitors.**

Gift of Life 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 TRANSPLANT HOUSE.

COMPUTER POLICY

- The house computers are only available to registered guests and caregivers.
- When other guests are waiting to use a 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 receptionist and specify the issue and computer. **Do not attempt to fix the problem yourself.**
- Gift of Life 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

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.

All of our fireplaces are operated by gas. Please turn off the fireplace if you are the last person in the room. The remote control for the ignition is mounted on the wall.

FAMILY HOSPITALITY ROOM

This room is located near the east entrance. This room is for children under the age of 14 years who come to visit a family member. You may have food in the room ONLY when children are visiting. Please leave it clean when you are finished. To reserve the family hospitality room, please see the receptionist.

EXERCISE ROOM

An exercise room is located on the 2nd floor. Please sanitize all machines and equipment after use. Be sure to turn the lights off when finished. If any equipment is not working properly, please notify the reception desk. Beverages while working out are welcome.

LIBRARY

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

DAY ROOMS

Televisions are located in each of these rooms. These rooms are here for your relaxation and connection. Please notify the receptionist if you discover any malfunctions. No food allowed.

ACTIVITY ROOM

Activity and game rooms are located throughout the house. Feel free to take advantage of any puzzles or play any games you find available.

CRAFT ROOM

A craft room is located on the 2nd floor. You are welcome to use any supplies and machines located here.

BLOOD DRAW ROOM

For the convenience of our guests, this room is open Monday - Friday from 7:00 - 9:15 AM. The blood draw room is located on the 2nd floor. You may sign up for your blood draw on your patient portal. If you need to cancel, please indicate so on your patient portal. The blood draw rooms are staffed by Mayo Clinic employees. Gift of Life Transplant House staff do not have access to these rooms. Blood Draw Room Staff are lab technicians and will not provide assessments or medical care. **In a medical emergency always call 911.**

TRANSPORTATION & PARKING

Transportation & Parking

Transportation

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 - 5:00 PM, our staff will need to page the shuttle for you. You will want to ask the receptionist 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 to get on the shuttle when it arrives.

TICKET TO RIDE

The "Ticket to Ride" is a service provided by Mayo Clinic for patients who have received light to moderate sedation in an outpatient setting.

If you have received permission from your transplant doctor to stay without a caregiver and you received a ticket to ride you must:

1. Notify the receptionist on the day of your procedure.
2. Notify Mayo Clinic prior to your procedure.
3. The shuttle driver will assist you in getting inside Gift of Life Transplant House.
4. You will be asked to contact the receptionist or resident night supervisor every hour for the next 4 hours to ensure you are okay.

AIRPORT TRANSPORTATION OPTIONS

Rochester Shuttle Services:	507.216.6354	Rochestershuttleservice.com
Groome Transportation:	507.280.9270	Groometransportation.com

TAXI SERVICES:

Med City Taxi: 507.282.8294

Yellow Cab: 507.282.2222

Parking

Parking is available for one vehicle at no charge for all guests in our outdoor parking lots at each house. There is a $3.00 fee for additional vehicles being used by the guest and caregiver. Limited underground parking is available at the Anne and Henry Zarrow Home at a charge of $3.00/a night. If you would like underground parking, please check with the receptionist to determine availability.

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

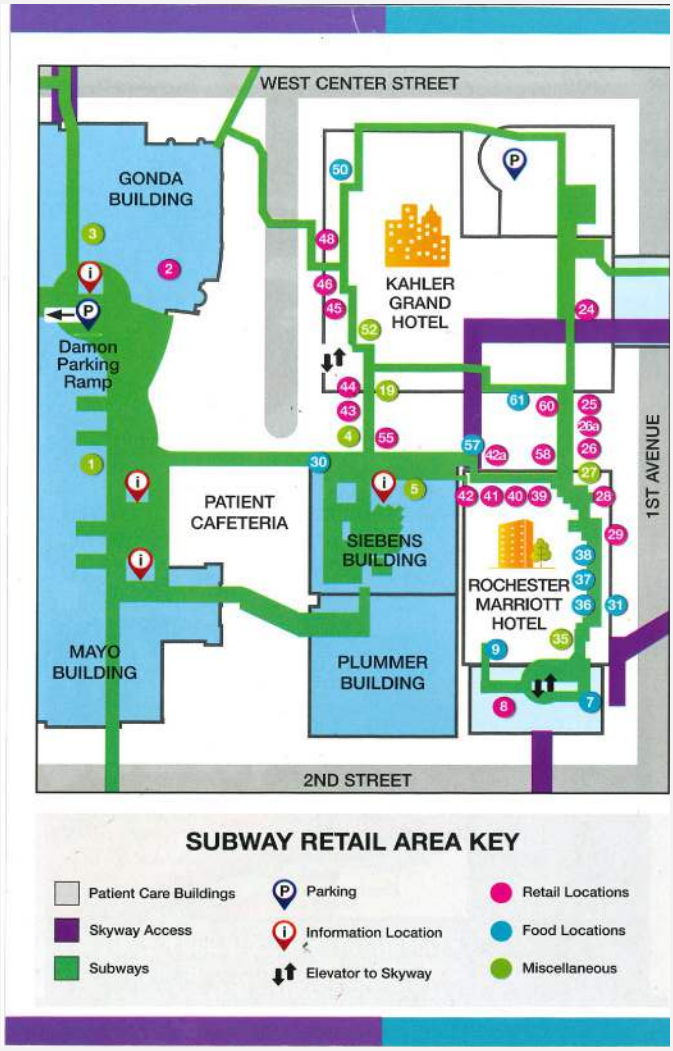
www.experiencerochestermn.com

As the restaurant scene is always evolving, please take a look at 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 January 2022.



SUBWAY RETAIL AREA MAP

> Numbers 23-61 match the numbers on the store fronts.

RETAIL LOCATIONS

2	Shops at Gonda (gifts, snacks)
8	Fit My Feet
24	Hanny's Menswear
25	Kahler Barber Shop
26	Rhea's Silk Scarves & More
26a	LaRhea Boutique
28	Baby Baby
29	The Dove (children's clothing)
39	Gallery On First Ave. (original art)
40	James Krom Natural Images
41	The Mayo Store for Compression & Mastectomy Products
42a	James Krom Natural Images
43	Hanny's St. Croix (Men's)
44	Style by Hanny's (Women's)
45	Couture by Hanny's (Women's)
46	Eye Q Intelligent Eyeware
48	99 Giggles
55	The Mayo Store
58	Ell Boutique

MISCELLANEOUS

1	Mayo Pharmacy
3	Mayo Clinic Quiet Room & Patient Communication Center
4	Mayo Patient Travel Services
5	Barbara Woodward Lips Patient Education Center
19	Cloud 9 Acupuncture & Spa
27	Associated Bank
35	Counselor Realty
52	Total Image Hair & Barber Shop

FOOD LOCATIONS

7	Subway
9	Bruegger's Bagels
30	Salad Works
31	Caribou Coffee
36	Cinnabon/Anne's Pretzels
37	Quizno's Subs
38	Dairy Queen/Orange Julius
50	Carroll's Corn
57	Chocolate Oasis
61	Salad Works

KAHLER HOTEL LOBBY

- Avis/Budget Car Rental
- Huber Eyecare
- Lord Essex The Steakhouse
- Martini's At The Kahler Grand
- Peacock Books & Wildlife Art
- Qdoba Mexican Eats
- Rochester Rental Homes
- Starbucks
- Tea Time
- The Grand Grill

KAHLER STREET LEVEL

- Dunkin Donuts
- Happy Mart
- Lasker Jewelers
- Olde Brick House
- Optical Vision with Flair
- Starbucks
- UPS Store
- Victoria's Ristorante & Wine Bar

MARRIOTT STREET LEVEL

- Salute Wine Bar

Mayo Clinic Connect

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. 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 TRANSPLANT HOUSE

Anne & Henry Zarrow Home

724 2nd Street SW

GUEST MANUAL

Gift of Life
TRANSPLANT HOUSE
Rochester, MN