

Kevin Guest House

GUEST HANDBOOK & EXPECTATIONS

Welcome to Kevin Guest House

We are a hospitality house serving the family members of critically ill patients treated in hospitals of the Western New York area since 1972. Our small but especially caring staff and volunteers welcome medical patients, families and caregivers. It is our sincere wish that your stay be as comfortable, comforting and pleasant as is possible.

Please take a moment to learn about KGH and the services we can offer to our guests. They have been developed with safety, comfort and well-being of all guests in mind.

Who is **Kevin**?

Kevin Garvey was a young leukemia patient at Roswell Park Memorial Hospital. He and his family travelled from out of town for treatment. Kevin started noticing how many of the families of fellow patients had no place to stay when they traveled for the care of their children.

Inspired by Kevin, his parents Claudia and Cyril Garvey purchased the property at 782 Ellicott St., formed a nonprofit organization, and renovated the house with the support of Roswell Park, volunteers and donations from the community.

Kevin lost his battle against leukemia after 18 months. He died in January 1972 at the age of 13.

Six months later, on July 26, 1972, Kevin Guest House welcomed their first guest. Over the years, KGH has welcomed over 60,000 patients & caregivers, and it has grown: we are proud that, in Kevin's name, we can now offer comfort and lodging in (4) four buildings:

Garvey Family & Friends Main House (782 Ellicott)
Russell J. Salvatore Healthcare Hospitality House (766 Ellicott)
Carriage House (788 ½ Ellicott)
Brick House (788 Ellicott)

Our Guest Services

Reception Desk

The reception desk is staffed from 7:00am to 10:00pm during the week and 7am-10am/6pm-10pm on Saturday and Sunday.

If you need emergency assistance after hours, please call the reception desk at 716-882-1818. This service is available for safety and medical *emergencies*, or *emergency* check-outs only. For all other inquiries, please wait until the desk opens in the morning.

Check in

Check in begins at **3:00 pm** at the Front Desk of the Garvey Main House. This provides KGH staff the necessary time to clean/prepare guest rooms. Guests are permitted to use KGH common areas beforehand for their convenience during regular office hours. You will be given a key to your room, and a fob for entry to your building. Guests will follow the following protocols:

- reveal if they are experiencing any virus symptoms;
- submit to daily temperature screen;
- wear a mask while in all common areas on campus;
- social distance;
- hand wash regularly and use hand sanitizer.

Check out

Check-out is at **9:00 am**:

- To help us prepare your room for future residents, please inform the front desk of your departure date as soon as possible. If Reception has not been advised of your departure, KGH will assume you are staying another night with the appropriate suggested donation.
- Remove all personal belongings from your room and any refrigerator/freezer utilized.
- Leave bed linens on the bed and do not make it. Place all towels in the laundry bag and leave on the bed.
- Return the key fob & keys to the house. Unreturned fobs will result in a \$25.00 charge to the guest. Notify KGH staff immediately for security reasons should you lose your key fob.
- Check with front desk KGH staff that your account is paid.

Guests/families/caregivers are expected to depart KGH within 1 night of hospital discharge. Exceptions must be approved by KGH management.

Suggested Lodging Donation

Your first night suggested lodging donation is expected prior to your stay or upon your check-in. KGH accepts cash, check or credit/debit card.

KGH suggests a \$25 per person per night donation, first night payment is expected prior to your stay or upon arrival, or a payment schedule can be discussed with the House Manager or Resident Manager,

however, we understand this may not always be possible. We never turn anyone away due to financial hardship. Contact the House Manager for assistance options.

Resident Gifts

Resident Gifts above and beyond your suggested donations are greatly appreciated: without them, our operation would not be possible. If you are able, please help us ensure the continuity of KGH into the future. Envelopes are available in your room or you can make an additional donation while checking in or out.

Guest Rooms

**Daily Guest Room Housekeeping is not provided, so it is expected that you will keep your room clean, safe and neat. The bathroom area should be cleaned prior to departure. For guests staying for longer than 7 days, Housekeeping will provide modest cleaning & disinfecting on Thursdays and all guests must leave room during housekeeping cleaning to ensure our staff & your safety. Bone marrow transplant rooms may be on a separate housekeeping cycle if the house is full and more time is needed for deep cleaning.*

Rooms, Suites & Apartments

One room is allotted to each guest/family/caregiver group, for a maximum of four (4) people in a room at one time. A select group of rooms and apartments have sleeper chairs or cots can be requested for more than four (4) guests. Exceptions can be made for larger families to occupy multiple rooms if available.

KGH reserves the right to enter guest rooms for routine maintenance or inspections at any time. We will attempt to notify you before entry, but if unable to contact guests we will proceed to enter the premises.

No flowers or plants are permitted in rooms.

No hanging of pictures/frames of any kind on the walls

No re-arranging furniture is permitted at any time

Locking of guest rooms and securing personal property is strongly required while not in room. It may be necessary to make appropriate arrangements beyond the KGH facility for care of important belongings.

Quiet Hours

Quiet Hours are from 9:00 pm through 8:00 am. Please refrain from loud or disturbing conversations in the hallways between bedrooms such that bedroom occupants might enjoy the peace of quiet. If you are in a room with a television please be aware of the volume once quiet hours begin.

Children

Guests under the age of 18 cannot stay at KGH without an adult. Guests/family/caregivers are responsible for the actions of their children, children under the age of 14 may not be left alone in any common spaces. Pack and Plays are available upon request.

Service Animals

Service animals that are trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability will be permitted if an isolated apartment is available as to not interact with or affect the safety of immune compromised guests or guests with any other health related issues.

This does not apply to emotional support, therapy, comfort or companion animals.

Guests are responsible for meeting a service animal's needs in an appropriate manner respectful of KGH property/premises.

Visitors

Visitors are welcome from 8:00 am through 10:00 pm, accompanied by a KGH Guest, and required to sign in and out with KGH staff at the front desk.

Transplant patients and caregivers are not permitted to have visitors unless approved by Roswell's TCT Social Work Team. KGH staff must be notified by RPCCC staff of exception before any visitors will be allowed on campus.

Deliveries

Deliveries are permissible at KGH. Alert KGH staff of an impending delivery. Deliveries are stored just beyond the front desk in the hallway. Pharmacy and medical supply deliveries may be dropped off at the front desk. All deliveries to the front desk must be signed for by the guest that is picking them up.

Facilities and Amenities

Laundry

Guest Laundry Rooms are available for guests to use to keep personal items clean for no charge, from 7:00am to 11:00pm. Use only machines labeled *GUEST USE ONLY*:

- basement of The Garvey Main House (782 Ellicott St),
- basement of The Salvatore House (766 Ellicott St)
- 1st Floor of Carriage House (used by Carriage & Garden Apartments)
- Apartments have individual laundry facilities

Personal laundry should be picked up immediately rather than left unattended such that the convenience of other guests is not inhibited. Please use provided KGH designated room Laundry Bags to transport laundry to and from laundry facilities. Detergents/supplies are available when donated; however, we ask that you use only what you need and do not remove the supplies from the laundry room. Clean the lint screens in dryers; wipe up any spills. Use the iron and ironing board in the laundry room only. Any items remaining in laundry rooms at the end of the night will be donated or disposed of.

Housekeeping

- Rooms & linens are cleaned every Thursday or after 7 nights of use. Requests can be made at the front desk if linen requires laundering before 7 days. After submitting the request, please leave the

KGH laundry bag on bed. You are expected to keep both your personal space and any common spaces you occupy tidy. Daily Guest Room Housekeeping is not provided. If an incident occurs and housekeeping requires immediate attention before the 7-day rotation, please contact us immediately at the front desk or by calling the main office after hours. Guests are expected to remove guest room garbage daily and dispose of at outside receptacles, *782 Garvey House-Bins are located along the fence in front of the garage, *766 Salvatore House-Bins are located on the left-hand side of the house, *Yellow Brick, Garden and Carriage apartment bins are located on the left-hand side of the Yellow Brick apartments.

Common Areas

Common areas are available for use by all guests. We ask that Guests assist in keeping these welcoming and pleasant. Masks must be worn at all times in all common spaces. Guests must be dressed in street attire including shoes/slippers in the common area spaces. Guests are expected to keep all KGH common areas – kitchens, dining and living rooms – neat and tidy by picking up after themselves, including disposing of food and drink appropriately, and loading the dishwasher with used dishes and utensils such that these areas are clean and inviting to all guests. Disinfecting wipes/spray are available in each common space, guests are expected to use the products provided to wipe down any areas they have touched (remotes, appliances, etc.) before leaving any common space. Gloves must be worn when handling any food.

Food & Drink

Food & beverages provided by KGH have been donated, or prepared by volunteers, and as such, KGH is not responsible for, nor does it guarantee, the safety or healthiness of such items. The Volunteer Dinner Program runs Mon-Fri @ 6:00pm, when offered by a volunteer group. The dinner schedule is listed in the kitchen of both the Garvey Main House and Salvatore House. If there is no volunteer group KGH cannot guarantee that a meal will be provided. When volunteer groups make a special catered order the House Manager will communicate with guests via email. Guests must reply by no later than 6pm to be involved in that evening meal. The Kevin Guest House does not supply food/non-perishable items. There are however food items available based on donation.

Personal food items stored in the refrigerator or cupboards must be labelled with your name and date. If your room has a mini fridge, it is only to be used for storing medications and water. Mini microwaves are provided in guest rooms for heating items for medical needs and for light snacks that must be properly cleaned up after. NO POPCORN ALLOWED. While BMT & Stem cell guests are welcome to eat in the apartments, NO meals or excess FOOD is permitted in guest rooms or suites. Alcohol is NOT permitted in any guest rooms, suites and apartments.

Dishwashers

Dishwashers are available for kitchen dishes, silverware, pots and pans. After cleaning cycle is done, please put them away while wearing plastic gloves that have been provided. Please do not leave dirty dishes in the sink. If dishwasher running, please notify front office that items had to be left.

Parking

Guest Parking is available on premises:

- in the lot to the south of the residence at 782 Ellicott St.
- in the rear of 766 Ellicott St.
- in front of the Carriage House at 788 and ½ Ellicott St.
- 14 spots in the lot to the north of the residence at 788 Ellicott St.

Locking of vehicles is strongly encouraged. We are not responsible for loss of personal property or damage to any vehicles that occur while parked in our lots.

Household Supplies

A limited number of household supplies are available upon request from the front desk 7am-10pm:

- Household cleaning supplies
- Extra blankets or comforter
- Vacuum
- Space heater
- Fans
- Pack n plays or highchair
- Sleeping cots
- Hairdryer (available for caregivers only)

Internet

*Passwords are case and space sensitive

Garvey & Salvatore Houses

Network: **KGH-Public**

Password: **Kevin Guest House**

Yellow Brick Apartments

Network: **KGHBrickBuilding**

Password: **Brick788**

Carriage & Garden Apartments

Network: **KGHCarriageHouse**

Password: **Carriage788**

Guest Responsibilities

Infection Prevention

Infection prevention and a safe, healthy environment are top priorities at KGH. Our cleaning and disinfecting protocols are continually updated to meet CDC standards. Guests must communicate if they

experience fever or respiratory issues, or if they have come into contact with someone who has been infected by a virus. Guests will NOT be admitted to stay at KGH, and they should not visit the hospital, if they have infectious diseases including, but not limited to,

*influenza, chicken pox, shingles, measles, Hepatitis A, Tuberculosis,
Norwalk or gastrointestinal illness, or H1N1, SARS, or Covid related viruses.*

If a KGH guest tests positive for COVID19 or another highly infectious disease, it is mandatory that the individual must go to urgent care, a clinic, or emergency room for diagnosis and treatment as per recommendation of their personal healthcare provider. If a guest is hospitalized, their KGH room will be secured, and their house of residence will be closed for level 1 COVID19 disinfecting.

Safe Practices

While at KGH, we encourage safe practices:

- Apply hand sanitizer immediately upon entry to KGH
- Hand washing for 20 seconds often while at KGH, especially in common areas
- Hand wash before handling food or eating
- Social distance, and minimize personal contact with others
- Cough, sneeze or spit into disposable tissues
- Glove up if necessary

Dress Code

Street clothes and shoes or slippers are required in all common areas.

Prohibited Items

Prohibited Items on KGH premises include

- SMOKING of any kind (tobacco, vaping, etc.)
- alcohol use (with the exception of KGH provided alcohol at dinner)
- illegal substances
- pornographic material
- firearms or weapons
- burning candles, incense or other flammable materials

Medical Waste

Properly dispose of your sharps and medical waste in the containers provided by your pharmaceutical team. There are designated medical waste drop off facilities in each of the hospitals on campus. Please contact your healthcare provider with any questions or requests for assistance in this matter.

Medical Supplies & Medications

All personal medical items must remain in guest rooms, medical items needing refrigeration can be stored in the mini fridge in guest rooms. If a guest room does not have a minifridge guests can request at the Main Desk that they be placed in the locked refrigerator in Garvey Main House.

Lost, Stolen or Damaged Personal Items

Lost or damaged personal items are not the responsibility of KGH. It may be necessary to make appropriate arrangements beyond the KGH facility for care of important belongings.

Complying with these “Guest Responsibilities”

These policies and procedures have been developed with guest safety, comfort and well-being in mind - for you and for all of our KGH guests. Guests who fail to comply may be asked by KGH management to vacate the facility. As well, a report may be provided to local police.

Emergencies

Medical

Call 911 using the nearest house phone. You must press a line out button to get an outside line. Give the operator the name and condition of the patient, and the address and main phone number of the House:

House Address & Phone Number:
782 Ellicott Street, Buffalo, NY 14203
716-882-1818

After calling 911, immediately call the manager on duty to report the situation. The Manager will wait for the paramedics and provide them access to the house.

KGH is a non-medical lodging facility only. Staff and volunteers are not trained or qualified to administer medical treatment or provide advice. Post-Transplant & Stem Cell patients are required to have a caregiver onsite with them while staying at KGH. Any exceptions must be approved by your healthcare provider and communicated to KGH management.

Fire

Please read the fire escape plan on the back of your guest room door and familiarize yourself with the nearest exits.

The Garvey & Salvatore houses as well as each of the apartment kitchens are equipped with a fire extinguisher. Only attempt to extinguish fire if it is safe to do so.

Severe Weather

Buffalo's winter weather can make walking outside dangerous: use caution when using sidewalks or the parking lot. In the event of a power failure and/or extreme weather, please follow the instructions of the staff member on duty. Each room has been equipped with a flashlight and first aid kit.

Covid Check In Policy (updated 9.2021)

Guests will follow COVID19 protocols: (Pre-check in questions)

- reveal a COVID19 diagnosis;
- reveal if they are experiencing any virus symptoms;
- reveal if they have been retested after a positive diagnosis;
- reveal any exposure in the last 14 days to someone with a positive test;
- submit to daily temperature screen;
- wear a mask while in all common areas on campus;
- social distance;
- wash hands regularly and use hand sanitizer.

Positive Cases

If a KGH guest tests positive for COVID19 or another highly infectious disease, it is mandatory that the individual must go to urgent care, a clinic, or emergency room for diagnosis and treatment as per recommendation of their personal healthcare provider. If a guest is hospitalized, their KGH room will be secured, and their house of residence will be closed for level 1 COVID19 disinfecting.

****The following is in place only if Stay-at-Home orders for New York State return:****

In case of Stay-at-home orders, and travel restrictions to and from risk areas applies to all KGH residents:

- You must stay at home if required at KGH if the stay at home order returns with only travel to necessary medical appointments or to return to your home after treatment. The order will most likely state, "All individuals currently living within the State of New York are ordered to stay at home whenever possible".
- As residents of KGH, your current residence is your apartment or guest space at KGH. This is where you are expected to shelter in place throughout the current public health crisis. While you can still leave your apartment to do essential functions like attend medical appointments and retrieve essential food and supplies at the grocery store or pharmacy, all other external communal activities are to be suspended. The order will state, "People at high risk of severe illness from COVID-19 and people who are sick are urged to stay in their residence at all times except as necessary to seek medical treatment."
- Patients who are living at KGH are at the highest risk of serious complications of COVID-19 and should remain onsite except for seeking medical treatment. If you are leaving campus to tend to a non-medical but essential function, you should make arrangements for the patient to stay at KGH. Travel is not allowed. The order will likely state, "All travel, including but not limited to, travel by automobile or public transit, except necessary travel is prohibited." Necessary travel is defined as the comings and goings for essential functions including travel to grocery stores, pharmacies and hospitals or medical appointments. Travel to your permanent home or to visit other local residences is not permitted at this time. If you choose to travel back to your permanent home or visit local residences, you will not be allowed to return to KGH until a two-week quarantine is completed as well as a negative COVID test is proven. New residents must self-quarantine. New families and new permanent caregivers checking in to KGH are required to shelter in place

at their permanent home for 2 weeks prior to coming to campus. Additional screening questions and monitoring will be conducted for all new residents.