



Hospital Hospitality House

of Southwest Michigan

Burdick Guest Information

Safety & Security

- ❖ **The House is locked at all times.** Staff is on duty and on premises from 7 AM–11 PM to assist you. **Please call (269) 341-7811 for assistance.**
- ❖ Please sign in and out on the clipboard near the entrance and provide your destination, including check-out. This includes any visitors.

We ask that Guests return to the House by no later than 10 PM. Cooking and laundry must be completed by 10:30 PM. Guests wishing to prepare a meal should plan accordingly.

- ❖ **If the House needs to be evacuated in an emergency, all guests and staff will assemble in the lobby and then proceed to the parking lot across the street where roll call will be taken.**
- ❖ **No Smoking, vaping, alcohol, illegal drugs, and weapons of any kind permitted on the property.**
- ❖ Please keep medications and valuables with you or locked in your room.
- ❖ **Pets are prohibited. Burning of candles, incense, or any open flame is not permitted.**
- ❖ Alert staff as soon as possible of any accidental damage to your room.
- ❖ Children must be supervised by an adult **at all times.**
- ❖ **Guests who have symptoms of a contagious illness must check out of the HHH. They should not return until they have been symptom free for 24 hours without medication. A new referral may be required.**

For the Comfort and Convenience of All Guests

- ❖ **Quiet hours are between 11 PM and 7 AM.** Guests are asked to be in their rooms and quiet during this time. We ask that you do not use your cell phone or other electronic device without headphones or earbuds. If you must leave your room, please respect other guests by not making unnecessary noise. If you leave the building, you will not be able to reenter until 7 AM without a prior arrangement with staff.
Guests are responsible for keeping their room tidy. Staff will enter each day to replace used towels not hung up and remove trash. Please notify staff if a situation arises where something more is required.
- ❖ Guests are responsible for cleaning up after themselves in the kitchen and dining room.
- ❖ Food items marked with an individual's name were purchased for consumption by that individual. **We ask that all food and beverages other than water be consumed in the kitchen and dining room.**
- ❖ Locked pantry space, hair dryers, fans, and toiletries are available upon request.
- ❖ Please turn off lights, TVs, and other electronics when not in use.
- ❖ Please ask staff before using the House phone for personal calls. Please make local calls only and limit calls to 10 minutes.
- ❖ Parking is only allowed on the street during the day. Overnight parking is available in the Ron Jackson Insurance parking lot, north of the house. Please ask staff for a parking pass for your dashboard as the lot is checked by security. Cars parked overnight on the street may be ticketed at the owner's expense.
- ❖ Transportation to Bronson Methodist Hospital, Bronson Cancer Center, and West Michigan Cancer is available through Hospital Security. Please ask staff to call security, allowing 10 to 15 minutes for arrival and driving time.
- ❖ We hope that your stay with us is helpful and comforting. Please note any suggestions when completing our exit survey.



Hospital Hospitality House

of Southwest Michigan

Henson Guest Information

Safety & Security

- ❖ **The House is kept locked at all times.** Staff are on duty and on premises from 7 AM–11 PM to assist you. **Please call (269) 488-3250 for assistance after hours.**
- ❖ Please sign in and out on the clipboard near the entrance and provide your destination, including check-out. This includes any day visitors.
- ❖ **Guests must return to the House by 10 PM.** Cooking and laundry must be completed by 10:30PM. Guests wishing to prepare a meal should plan accordingly.
- ❖ **Quiet hours are between 11 PM and 7 AM.** Guests are asked to be in their rooms and quiet during this time. We ask that you do not use your cell phone or other electronic device without headphones or earbuds. If you must leave your room, please respect other guests by not making unnecessary noise. If you leave the building without a prior arrangement with staff, you will not be able to reenter until 7 AM.
- ❖ **If the House needs to be evacuated in an emergency, all guests and staff will assemble in the lobby and then proceed to the parking lot across the street where roll call will be taken.**
- ❖ **Smoking, vaping, alcohol, illegal drugs, and weapons of any kind are strictly prohibited.**
- ❖ Please keep medications and valuables with you or locked in your room.
- ❖ Pets are not permitted in the house. Burning candles, incense, or any open flame is not allowed.
- ❖ Alert staff as soon as possible of any accidental damages.
- ❖ Children must be supervised by an adult **at all times.**
- ❖ **Guests who have symptoms of a contagious illness must check out of the HHH.** They should not return until they have been symptom free for 24 hours without medication. A new referral may be required.

For the Comfort and Convenience of All Guests

- ❖ Daily housekeeping is not provided. Guests are responsible for keeping their room tidy. Staff will enter each day to replace used towels not hung up and remove trash. Please notify staff if a situation arises where something more is required.
- ❖ Donated food, toiletries and clothing are available for guest use. Please let staff know if there's anything you have forgotten.
- ❖ Please turn off lights, TVs, and other electronics when not in use.
- ❖ Please ask staff before using the House phone for personal calls. Please make local calls only and limit calls to 10 minutes.
- ❖ Parking is available front of building on both sides and across the street in the Borgess Hospital Lot.
- ❖ Transportation to Ascension Borgess Hospital only is available through Hospital security. Please ask staff to call security allowing 10-15 minutes for arrival and drive time.
- ❖ We hope that your stay with us is both convenient and comfortable, please note any suggestions when completing exit survey.