



*Dear Hospitality Homes Guest(s):*

Welcome to Hospitality Homes. By helping to ease your concerns about housing, we hope that our program is helping you focus your resources and energy on your loved one who is undergoing medical treatment. We understand that this is a stressful time for you and want to assure you that you are not obligated or expected to socialize with your host. Your host and the Hospitality Homes staff share the goal of making your stay as comfortable as possible.

Upon arrival at your host home, it is important for you and your host to review your accommodation arrangements and discuss expectations, in particular:

- Rules and preferences regarding kitchen, bathroom, phone, TV, and refrigerator use
- Parking and/or public transportation

Remember, your host can accommodate only those individuals who were identified on your application and have had a character reference check completed.

Your host will also provide you with a guest packet which includes:

- Liability Release – You and your host need to complete and sign this form, along with any additional guests over the age of 18. The signed form should be given to your host, who will submit it to the Hospitality Homes office.
- Guest Survey – Please complete this survey as soon as possible after your stay and send it to us in the envelope provided. Your feedback will ensure that our program continues to meet the needs of patients' families and friends.
- Donation Envelope – We encourage you to make a contribution to Hospitality Homes. We rely on donations to provide our service, and much of our funding comes from guests like you... people who have been touched by Hospitality and want to ensure that we can help the next person who calls. Although \$20 per night is suggested, any gift you make will be greatly appreciated. Donations can be made using the enclosed envelope or online at [www.hosp.org](http://www.hosp.org). If you are unable to give at this time, we hope you will remember Hospitality during our annual mail appeal.

Should any events occur for which you require additional support (e.g., the sudden or early discharge of the patient by the hospital, changes in the patient's condition that warrant counseling or other assistance), please contact the Social Work or Social Services Department at the hospital directly. Their staff, not your host, is the appropriate resource to help you work through such situations.

If your stay needs to be extended, please speak with your host to determine if they will be able to accommodate you. If your host is not available, please call the Hospitality Homes office promptly so that we can work on other arrangements for you.

We hope your stay in Boston goes well and we encourage you to contact our office if you have any questions or concerns during your visit.

*The Hospitality Homes Staff*