

### What happens when I arrive at my host's home?

Your host will welcome you and familiarize you with your accommodations. This is the time to ask any additional questions and discuss expectations in order to make your stay as comfortable as possible for both you and your host.

Each guest will be asked to sign a Liability Release and will be given information on Hospitality Homes, a Guest Survey, and a Hospitality Homes donation envelope.

### How do I make a donation to Hospitality Homes?

One way to donate to Hospitality Homes is by leaving cash with your host; another is by mailing us the donation envelope with your check or credit card information. You may also make your donation online at **www.hosp.org**. All contributions enable us to continue helping patients and their families stay well by staying close together

*"Without this program, I would not have had the ability to be available to the person I love most in the world during her time of most urgent need."*

*Guest from Ashland, New Hampshire*

*"The significance of affordable, convenient housing during a time of such stress and emotional pain is unparalleled. By simply providing a good night's sleep in a warm home environment, you enabled me to better care for my sick loved one."*

*Guest from Murphy, North Carolina*



## Questions & Answers About Using Hospitality Homes



888.595.4678 Toll-free  
P.O. Box 15265, Boston, MA 02215

Apply online, anytime  
at **www.hosp.org**

*Hospitality Homes Provides No-Cost, Short-Term Accommodations  
in Volunteer Host Homes For Families & Friends of Hospital Patients*

888.595.4678 Toll-Free • [www.hosp.org](http://www.hosp.org)

## **What is Hospitality Homes?**

Hospitality Homes is a non-profit organization that arranges no-cost housing in volunteer host homes for families and friends who accompany loved ones to Boston for medical care. The service is available regardless of income level, nationality, religion or patient age, diagnosis, or treatment facility.

## **Who are the Hospitality Homes Hosts? What do they provide?**

Hospitality Homes Hosts are volunteers who open their homes to provide short-term housing. All of our hosts are trained and our staff visits each host home to be sure it is clean, comfortable, and safe. Many hosts also offer light kitchen use, however, please note that our volunteers do not provide meals or transportation. At this time, we have very few host homes within walking distance to the major hospitals but most hosts do live in areas with access to public transportation (subway/bus).

## **What does Hospitality Homes charge for its services?**

Hospitality Homes charges no fees. We rely on donations from guests and others to sustain the program.

## **Who is eligible to be a guest of Hospitality Homes?**

Hospitality Homes is available to those who:

- Live far enough from the hospital so that commuting is difficult.
- Have a permanent home to which to return.
- Are important support people for the patient.

## **Can a patient also be a guest?**

Whether or not we can accommodate patients is determined on a case-by-case basis. If the patient is going to be a guest, usually a family member or friend must accompany him or her. While our volunteer hosts are compassionate, caring people, they are not caregivers.

## **How do I know if Hospitality Homes is right for me?**

Prior to applying for housing, potential guests should ask themselves the following questions:

- Am I comfortable with the idea of staying in someone else's home?
- Is Hospitality Homes my primary option for housing?

Remember, all accommodations are in private homes, not in bed-and-breakfasts or guest houses.

## **How do I apply for housing?**

Once you decide that Hospitality Homes is right for you, please call the Hospitality Homes office toll-free at 888-595-4678 (Monday to Friday, 9 AM to 5 PM) to begin the application process. When you call, we will ask for general information about all guests and their accommodation needs. For each guest over the age of 18, we will also ask for the name and phone number of a medical professional who will be able to provide us with a character reference. Hosts are not allowed to house any guests who have not had a personal reference check completed.

Reference checks generally are conducted with primary care doctors, dentists, or nurses, and sometimes social workers. Friends, clergy, and employers cannot be used. Whoever we call, it is important that he or she knows you well enough to answer questions regarding your personal character. Although this is a personal reference with a medical professional, we do not ask about your medical history.

## **What happens after the application process and character references are completed?**

The Hospitality Homes staff searches for a host who is able to meet your needs (number of beds, number of nights, parking, etc.). When a host has been identified, we will give you the host's name and phone number. You will be responsible for calling your host as soon as possible to introduce yourself and make arrangements for your arrival.

If there are any last-minute changes in your plans (e.g. treatment cancellation or postponement, date and time of arrival, change in person who will be accompanying you), you are responsible for alerting both your host and Hospitality Homes. Please remember that every adult guest must have a reference check completed prior to being placed in one of our volunteer's homes.