

**LODGING INFORMATION
FOR TRANSPLANT PATIENTS AND FAMILIES
BUILDINGS C-13 AND C-15, VANCOUVER DIVISION**

Welcome to the Portland VA Medical Center Liver Transplant Housing Unit! Buildings C-13, C-15 and C-16 at the Vancouver, Washington facility have been made available to transplant patients and their families. Rooms are assigned on a space available basis and are free of charge. We recognize that both patients and family members are undergoing a tremendous amount of stress during this time. By offering these facilities, we hope to relieve some of your stress in relocating to a new environment.

While in Vancouver, you will be expected to follow guidelines for behavior that have been established to minimize misunderstandings. If you are unable to comply with these rules, or function in a cooperative and positive manner, you will be asked to find your own lodging in the Portland area at your own expense.

VA regulations forbid the possession or consumption of alcoholic beverages, the possession or use of illegal drugs, the possession of firearms, or cigarette smoking in non-designated areas. Any violation of these regulations will result in immediate discharge from the lodging program.

Please read the following information regarding the lodging facilities in Vancouver. When you arrive in Portland, you will be asked to sign a contract stating that you have read and understand the general expectations for behavior.

1. KEY PERSONNEL / PHONE NUMBERS

TO REACH:	DIAL:	Other Instructions:
EMERGENCY: Life threatening Non-life threatening	9-911 9-1-800-452-1369	Emergency On-call coordinator
Vancouver Security	3-1830 or 3-3419	
Main Hospital	(503) 220-8262	
TRAVEL: Cab, Ambulance, Airline (503) 220-8262	5-6928 or 5-2983 5-5424	M-F, 7:00-5:00 After hours only
Transplant Office	5-7860	(503) 721-7860 (outside)
Gordon Wells, Social Worker (Liver) Shelly Cowan, Social Worker (Kidney)	5-7051 5-5578	Ask operator to page
Liver Transplant Coordinators Dale Walker, Kidney Tx Coordinator	9-1-800-452-1369 5-4464 or 5-2983	Ask operator to page
Sue Gann, Facilitator (Liver) Kelly Konikow, Facilitator (Kidney)	5-6928 5-2983	Office x 5-7860

2. INCOMING MAIL AND PHONE CALLS

YOUR NAME
VA Medical Center, Building (C-13, C-15 or C-16)
1603 E. Fourth Plain Blvd.
Vancouver, WA 98661-3759

Phone: 503. 220.8262 (main hospital number) and ask to be transferred to:
Vancouver Extension: x33946 or x33962 - Building C-13
 x33053 or x33783 - Building C-15
 x33978 or x33978 - Building C-16

3. GENERAL EXPECTATIONS

- a. Smoking, drinking of alcoholic beverages, use of illegal drugs, or possession of firearms is forbidden in the facility.
- b. Keep your living area in a clean and orderly condition.
- c. Be considerate and cooperative with other patients and families using the facility.
- d. No pets are allowed in the facility.
- e. No children under age 15 are allowed in the facility.
- f. Lodgers are responsible for the security of personal property.
- g. No private business can be conducted on VA property.

4. TRANSPORTATION

The following information is available on separate pages:

- a. VA Shuttle Schedule between Vancouver and the Main Hospital
- b. City Bus Schedule
- c. Guidelines for Use of the Government Van

5. VANCOUVER SERVICES

- a. Library: Check out books, cassette tapes, VCR tapes and DVD's
- b. Voluntary Services: Craft projects available
- c. Barber/Beauty Salon
- d. Physical Therapy: Monday, Wednesday and Friday at 3:00 pm. A consult from your physician is required.
- e. AA/NA Groups Meeting contact substance abuse Treatment Program at ext. 3-1841.

6. MINOR AND MAJOR REPAIRS

- a. A log book is located on each Ward by the telephone to write in needed repairs, such as replacing light bulbs, plumbing, appliance or television repairs, adjusting the heat and air conditioning, etc. On Monday or Tuesday, Engineering will review the log book and complete the needed repairs at that time.
- b. For work requiring more than 10-15 minutes, a work order must be submitted. Contact Gordon Wells (5-7051) or Shelly Cowan (5-5578) to submit a work order.
- c. For emergencies such as loss of power, heat or air conditioning, please call 5-6332 for daytime problems, or 5-6300 for nighttime problems.

7. RECREATION

Please refer to Guidelines for Use of the Government Van and talk with the social worker for additional resources.

8. CLEANING

- a. Hospital staff from Environmental Management Service (EMS) will clean the common use areas Monday through Friday. They also will pick up your trash weekdays if you leave the trash can outside your room in the morning.
- b. There are cleaning items--brooms, mops, vacuum cleaner and rags--in the storage room if you need to do cleanup in between EMS cleanings.
- c. The laundry room has a washer and dryer available for your use.
- d. Clean bedding and towels are available in the linen room. Please put your soiled bedding and towels in the laundry hamper in the bathrooms.

9. FOOD

- a. You are responsible for providing your own meals. Nearby grocery stores on 4th Plain Boulevard include Fred Meyers, Safeway, and Cub Foods. The Canteen is open in Vancouver for breakfast at 7:30-10:15am and Lunch at 10:30-2:00pm. There are 18 vending machines available 24 hours/day.
- b. Each Ward has two fully equipped kitchens, each with a microwave, stove, dishwasher, cooking utensils, pots, pans, dishes, silverware, glasses, etc.
- c. Each individual room has a refrigerator. Multibed rooms have a full size side-by-side refrigerator/freezer. The single rooms have a small 3' high refrigerator.

10. ROOM ASSIGNMENTS

- a. All changes in room assignment will be made and approved by Gordon Wells or Kathy Hamel. *Do not change rooms if one becomes vacant unless requested to do so.*
- b. Overnight guests may be permitted to stay if space is available. Please contact Gordon or Kathy to reserve.

11. QUESTIONS OR PROBLEMS

Gordon Wells, LCSW, Liver Transplant Social Worker (ext. 5-7051) and Shelly Cowan, LCSW, Kidney Transplant Social Worker (ext. 5-5578), are the general coordinators of the lodging program. If you have any concerns, please contact them by phone, ask the operator to page, or stop by the Transplant Office on the 8th floor (8D-105).