

A GUIDE FOR HOMETEL

(updated January 2010)

WHO CAN STAY IN HOMETEL?

Hometel is designed to serve the following (reference statute 38 U.S.C. 1708(b)):

*A Veteran with an appointment at a VA health care facility for the purpose of receiving health care or a C&P examination; and

*A member of the family or friend (referred to as significant other or “s.o.”) **who accompanies such Veteran to provide the equivalent of familial support**

*A Veteran must be required to travel **either** 50 or more miles, **or** at least two hours from their home to the VA health care facility (either for Palo Alto or Livermore), unless there are significant travel difficulties due to the health status of a Veteran, inclement weather, road conditions, or mode of transportation used by the Veteran.

*Veterans and s.o.’s who are physically stable, with no recent history of falls or significant gait instability.

*Veterans and s.o.’s who are medically stable & manage their own medications and other medically related needs.

*Veterans and s.o.’s who are psychiatrically stable, with no acute symptoms for at least 30 days.

*Veterans and s.o.’s who are free of drug &/or alcohol problems for at least 30 days.

*Veterans and s.o.’s who are capable of total self-care, or the Veteran is accompanied by a caregiver.

*Veterans and s.o.’s who are respectful of other people, with no history of threatening or assaultive behavior.

*Veterans and s.o.’s who are not registered sex offenders.

Please note, there are no provisions in the new law to lodge s.o.’s who are not accompanying a Veteran for care, however, we will continue to place s.o.’s on a wait list Monday – Thursday and give reservations Friday – Sunday and on holidays, as long as space permits AND the s.o.’s meets the other criteria indicated above.

WHAT DOES IT MEAN TO BE ON A WAIT LIST?

The wait list is for guests approved to stay at Hometel who do not have a reservation. Wait listed guests must present themselves at the end of the day, between 4:30 – 5:00 PM for HOMETEL PAD and at 4:30 PM for HOMETEL LVD on non-holiday weekdays, at which time they may be assigned a bed if space permits, with Veterans given priority. Although many guests are placed in Hometel from the WAIT LIST, being on the WAIT LIST is not a guarantee a guest can be accommodated.

HOW LONG CAN I STAY?

*Veterans undergoing extensive treatment or procedures, such as an organ transplant or chemotherapy, are eligible for temporary lodging for the duration of the episode of care.

*Lodging will be available the night before the day of the scheduled care, if the Veteran leaving home by 8:00 AM would be unable to arrive at the health care facility by the time of the scheduled care.

*Lodging will be available the night of the scheduled care if, after the completion of the care, the Veteran would be unable to return home by 7:00 PM.

HOW DO I APPLY FOR HOMETEL?

Your doctor, nurse, or other health care provider who is familiar with your health care needs will refer you by means of an electronic consult request. Given Homotel fills up quickly, you are encouraged to request a consult be entered as soon as you know you have an appointment, procedure or surgery and will have need for this lodging.

WHERE IS HOMETEL?

HOMETEL PAD is located in Building MB-1 at the Palo Alto Division at 3801 Miranda Avenue, Palo Alto, CA 94304.

HOMETEL LVD is located in Building 62 on the 4th floor in the West wing at the Livermore Division at 4951 Arroyo Road, Livermore, CA 94550.

ROOM ACCOMMODATIONS:

Most rooms have two beds, so you may have to share the room with a roommate if you are coming alone.

If you are a wheelchair user and require special equipment for your self-care, please be aware that we have a limited number of rooms that are wheelchair accessible.

WHEN DO I CHECK-IN AND CHECK-OUT, IF APPROVED TO STAY IN HOMETEL?

HOMETEL PAD business hours are from 9:00 AM to 5:30 PM, Monday through Friday, except on holidays.

Guests must arrive to check-in to HOMETEL PAD between 11:00 am and 5:00 pm on non-holiday weekdays, and between 2:00 – 4:00 PM on weekends and holidays.

HOMETEL LVD business hours are from 3:30 PM to 4:30 PM. Guests must check-in within that time slot.

Check-out is at 9:00 AM at HOMETEL PAD and at 8:00 AM at HOMETEL LVD.

At HOMETEL PAD, late arrivals are allowed only up until 6:30 PM AND **with prior approval**. Approval will be given ONLY in cases of emergent circumstances or due to late airplane arrivals.

At HOMETEL PAD, after-hours check-in's must go to the Administrative Officer of the Day (AOD), located in Building 100, 1st floor, Room A1-134.

At HOMETEL LVD, after-hours, weekends and holiday check-in's must see the Administrative Officer of the Day (AOD) on duty, located in Building 62, 1st floor, Room 156 in the Urgent Care area.

WHAT DO I BRING?

***FOOD**

(shared refrigerator & microwave are available on site)

Only the following people are eligible to receive meals: all meals for patients undergoing radiation or chemotherapy, all meals for patients who permanently reside in Alaska or Hawaii, limited meals for patients plus one significant other who are being referred under a Tricare contract, and one meal post-procedure for Veterans who are not allowed to eat or drink prior to a procedure. If you are eligible to receive food, the clinician who referred you to Homotel will need to place the diet order in your electronic medical record.

*Your usual MEDICATIONS that are self-administered. Please note that you CANNOT store your medications in the shared refrigerator. If you are a diabetic and need to refrigerate your insulin, please ask a program support staff member for a loaner mini-refrigerator upon check-in.

*PERSONAL HYGIENE articles and CLOTHING, including your pajamas & robe.

*CASH (small amount) in case you need food, bus fare, etc.

*READING material, as there are no scheduled activities on site.

*ALARM CLOCK

*EXTRA PILLOWS or SPECIAL SUPPLIES (i.e. extra blankets or your wheelchair) you typically use for your care

Please note, Homotel, the VA or its staff or volunteers are not responsible for any lost or stolen personal property.

FREQUENTLY ASKED QUESTIONS:

1. Is there Internet access in Homotel?

Answer: Unfortunately, there is no Internet access in Homotel at this time.

2. How do I secure my personal belongings?

Answer: The rooms in Homotel can only be locked from the inside, so please do not leave any valuables unattended in your room. You are encouraged to keep your valuables with you at all times as Homotel staff and the VA are not responsible for lost or stolen belongings.

3. What if I am on the WAIT LIST and I can't be accommodated that night?

Answer: Homotel staff have a local hotel list and can provide it upon request.

4. Where can food be obtained?

Answer: There are vending machines in the Homotel building. The PAD VA canteen is open 7:00 AM and closes at 3:00 PM Monday through Friday and is closed on weekends. KBK's café, in the room adjacent to the VA Canteen is open at 6:30 AM and closes at 8:00 PM Monday through Friday. Saturday and Sunday, KBK's café is open 9:00 AM to 4:00 PM. PAD Homotel staff also have a list of local restaurants if you have a car. Livermore Canteen service in building 62 is open from 7:30AM to 3:30pm Monday through Friday. The Livermore Canteen is closed Weekends, and Holidays

RESTRICTIONS:

*NO guests allowed who are under 18 years of age

*NO pets, except service animals

*NO firearms or weapons of any type

*NO alcoholic beverages or illicit drugs

*NO personal appliances, such as hot plates, stereos, boom boxes, etc.

*SMOKING IS PROHIBITED IN OR NEAR ALL BUILDINGS and is allowed ONLY in designated areas.