



Advanced Home Care & Hospice for All Ages at All Times

Adler Center for Caring
on the Van Metre Campus



Welcome Guide

Welcome

Welcome to Capital Caring Health, Adler Center for Caring on the Van Metre Campus

Just as our middle name is *Caring*, please know that caring for you is *first in the hearts and minds* of our staff and volunteers. It is why we wake up each day and we are honored to be at your side during this precious chapter of your life's story.

We want you and your loved ones to *feel and be as comfortable as possible* during your stay. Please take a moment to review this Welcome Guide and please let us know if you have any questions.

Your Care Team

- Our **Hospice Physician** or **Nurse Practitioner** works with your personal physician to oversee your care.
- Your **Nurse** is responsible for planning your care and implementing physician orders.
- **Certified Nursing Assistants (CNAs)** provide personal care under the direction of your nurse.
- Your **Social Worker** can help you and your loved ones work through emotional stress, end-of-life planning, financial and legal concerns and practical matters.
- **Chaplains** provide spiritual comfort, discuss important spiritual issues, and help you and your family address any spiritual needs, whatever your faith or spiritual tradition may be.
- **Grief Counselors** are available to support family members during times of mourning.
- **Volunteers** are available to visit with you.



During Your Stay Here

Using Your Room Telephone

To make local calls, dial 9, then the area code and seven-digit phone number.

Internet Access

Free Wi-Fi internet access is available. The password is available at the nurses' station.

Personal Belongings

You are welcome to bring toiletries and meaningful possessions from home. Please label all belongings with the patient's name. Note that we do not have secured storage available, so please leave valuables at home. We cannot be responsible for lost or stolen personal possessions.

Housekeeping

Rooms are refreshed daily. Please alert your nurse if you need additional housekeeping services.

Parking

Free parking is available.

Dining for Visitors

Our Country Kitchen provides a friendly gathering place for family meals reminiscent of the old-style country kitchens of Virginia. Please contact the nurses' station for a list of nearby restaurants.

Notary Services

Notary services for healthcare-related documents are available free of charge. Please request this service from your social worker.

Language Interpreters

Please let your nurse or social worker know if you would like to use our language phone line for interpretation.

Great Room

Sit among soaring ceilings with a grand piano and inviting stone fire place along with peaceful art.

Family Rooms

A cozy space tucked away adjacent to the Country Kitchen.

Play Rooms

A fun Place for young children to hang out.

Library

Sit and relax with the variety of publications, books and local artifacts.

Family Laundry Room

Self-serve washer and dryer is available for use by family members.

Solariums

A comforting sun parlor at the end of each patient unit which provides passage to outdoor shared spaces.

Ground Level Gardens, Pergola, Walking Paths and Labyrinth

Enjoy some time outdoors on several acres of land which includes walking paths through gardens, a labyrinth and a spray fountain next to shaded seating under the front entrance pergola.

Roof Top Memorial Gardens

Stroll among the gentle fountains and have a seat on a bench or at a table under the shady pergola.

Chapel

A non-denominational space to use for services, reflection and prayer.

Spiritual Support

- We value and honor your spiritual beliefs and can support you with prayer, readings of religious or inspirational material, discussing spiritual matters and questions, and helping you to fulfill any religious or spiritual obligations.
 - If you would like to meet with the **Capital Caring Health Chaplain**, please call the front desk or speak with your Nurse to request a visit or ask your Social Worker for assistance.
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Grief Support

We are here to support those mourning the serious illness and loss of a loved one. Free individual counseling, workshops and support groups are available for one year after a loved one's passing to help adjust to the "new normal." If you would like grief support, contact your Social Worker or call **(703) 957-1872**.



Capital Caring Health

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Visitor Guidelines

- Family, friends, and loved ones of all ages are welcome to visit.
- Please respect other patients' and families' desires for peace and quiet.
- Please turn your cell phone to "vibrate" while you are in the Center. We kindly request that you **not use** your phone in the hallway.
- We recommend that a maximum of one person stay overnight due to restrictions on space. We encourage family and friends to take time to go home and get some rest.
- Children are welcome at the inpatient unit but must be closely supervised by an adult at all times. We recommend that young children not stay overnight.
- To ensure that the facility remains quiet and peaceful for all patients, any disruptive visitors may be asked to leave the facility. ***Please report any disruptions to the nurses' station.***
- Pets are allowed in the facility. Details about our pet policy are available at the nurse's station or front desk.
- Smoking is not permitted anywhere on the campus.

If You Have Any Concerns

We are committed to providing world-class care. If you have a concern about your care, please ask to speak with the executive director or call (703) 957-1872. If your concern is not addressed to your satisfaction, please call our *Chief Performance and Compliance Officer* at (703) 712-4874.

ABOUT CAPITAL CARING HEALTH

As a nonprofit, community-based organization founded in 1977, Capital Caring Health has become one of the most experienced and respected providers of hospice care, palliative care and counseling services in the country. We have an extraordinary team of compassionate and caring hospice and palliative care doctors, nurses and nursing assistants serving individuals just like you throughout the Greater Washington region.

Over the years, Capital Caring Health has provided hospice, palliative care and counseling to nearly 120,000 patients and their families. What began as a small team in a single office has expanded to a regional network that encompasses multiple neighborhood offices across Maryland, Virginia and Washington, D.C.



ABOUT THE ADLER CENTER FOR CARING ON THE VAN METRE CAMPUS

The Capital Caring Health Adler Center for Caring on the Van Metre Campus is among the most state-of-the-art inpatient hospice facilities in the nation. With 21 beds, the Adler Center is situated just off Route 50 in Loudoun County. Individual patient rooms, as well as a country kitchen, patient spa, and grand living room make this warm and inviting facility an oasis of quality care. Located on the same campus is the Capital Caring Health Center for Pain and Palliative Care (CPPC). The CPPC provides interventional pain management services for patients requiring acute palliative care. Patients with advanced disease symptoms that impair their capacity to enjoy life fully benefit from the various interventional therapies, enabling them to return to their daily routines.



Capital Caring Health
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Making a Donation In Memory of Your Loved One

Donations are welcome, including what we call Forever Gifts from individuals, families, foundations and corporations. Please contact our *Head of Philanthropy* for more information about how to make a gift in honor or in memory of a loved one. Call Steve Cone at (703) 712-4860 or e-mail Steve at: scone@capitalcaring.org.