



# Capital Caring Health<sup>®</sup>

*Advanced Home Care & Hospice for All Ages at All Times*

## The Washington Home Capital Caring Health Inpatient Center *at Sibley Memorial Hospital*



*Welcome Guide*

# Welcome

Welcome to The Washington Home Capital Caring Health Inpatient Center at Sibley Memorial Hospital

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.

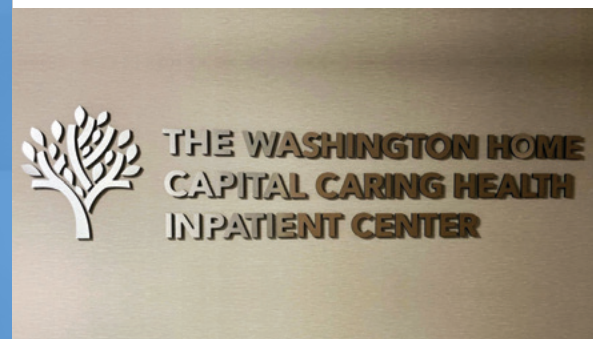


## MAKING A DONATION IN MEMORY OF YOUR LOVED ONE

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 (703) 538-2077 for more information and to make a gift.

## 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 wireless Internet service is available throughout the hospital and in all patient rooms. The "JHGuestnet" wireless network is for use by the hospital's guests and visitors.

## 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

Ample parking is in either garage next to Building A or parking lot across from Building B.

## Dining for Visitors

Dining is available in the Magnolia Café on the ground floor of Building C.

## Language Interpreters

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

## Information Desk

Volunteers at the information desk will provide callers who ask for you by name with your room and phone number, unless you direct us otherwise when you are admitted. We do not release information on patients' conditions. Out-of-town visitors can ask about short-term accommodations.

## Family Lounge

A cozy space with comfortable furniture and kitchenette along with peaceful art.

## Florist and Gift Shops

Serenity gift shop is located in the Sibley Medical Building (Building A) on the first floor by the main entrance.

## Ground Level Garden

Enjoy some time outdoors on the benches in the peaceful meditation garden in front of Building B.

## 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 **(844) 447-4383**.

## 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.

## Interfaith Chapel

The interfaith chapel, located on the 1<sup>st</sup> floor of Building C, next to the elevators, is open 24 hours a day for prayer, meditation, and solace.



## 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 (202) 327-8262.

If your concern is not addressed to your satisfaction, please call our *Chief Performance and Compliance Officer* at (703) 712-4874.



## About The Washington Home Capital Caring Health Inpatient Center *at Sibley Memorial Hospital*

We believe in a world where patients with life-limiting illness can maintain dignity and comfort, while receiving the physical, emotional, and spiritual support that they deserve. As a 501c3 non-profit organization, we are grateful for the support of our community to help ensure that we can provide patients and their families with compassionate care of the highest quality, without turning anyone away for lack of funds.

***Please consider donating today to expand access to care to more members of our community. Your gift will help your fellow neighbors and loved ones receive support when it's most needed. To give, visit [capitalcaring.org/give](https://capitalcaring.org/give) or call (703) 538-2077.***

## 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.



The Washington Home Capital Caring Health  
Inpatient Center at the Sibley Memorial Hospital

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