

A Guide For Defenders Lodge & Hometel

(Updated November 2014)



WHO CAN STAY IN THE DEFENDERS LODGE OR THE LIVERMORE HAWTHORNE SUITES?

HOMETEL has been replaced by the Defenders Lodge and moved to Building 9 on the VA Palo Alto campus.

- A Veteran with a scheduled appointment at a VA Palo Alto Health Care System (VAPAHCS) facility for the purpose of receiving health care or a C&P examination, surgery, and/or a medical procedure.
- A caregiver who accompanies a Veteran to provide the equivalent of familial support or provide care may stay with the Veteran. If the Veteran becomes an inpatient the caregiver must check out and be placed on the wait list for continued lodging.

ELIGIBILITY REQUIREMENTS:

- The Veteran must be traveling either 50 or more miles, **or** at least two hours from their home to VAPAHCS facility (either for Palo Alto or Livermore). If there are significant travel difficulties due to the health status of a Veteran, inclement weather, road conditions, or mode of transportation this may be considered.
- Veterans and caregiver who are physically stable, with no recent history of falls or significant gait instability.
- Veterans and caregiver who are medically stable & manage their own medications and other medically related care needs.
- Veterans and caregiver who are psychiatrically stable, with no acute symptoms for at least 30 days.

- Veterans and caregiver who are free of drug and/or alcohol for at least 30 days. Negative toxicology screen may be required.
- Veterans and caregiver who are capable of total self-care or the Veteran is accompanied by a caregiver.
- Veterans and caregiver who are respectful of other people, with no history of threatening or assaultive behavior.
- If you are undergoing a procedure that requires sedation you must be accompanied by a caregiver.

Please note, there are no provisions 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 criteria indicated above.

WHAT DOES IT MEAN TO BE ON A WAIT LIST?

The **wait list** is for guests approved to stay at Defenders Lodge who do not have a reservation. Wait listed guests must present themselves at the end of the day at 5 p.m. for Defenders Lodge PAD on non-holiday weekdays, at which time they may be assigned a bed if space permits, with Veterans given priority.

Although most guests are placed in Defenders Lodge from the **wait list**, being on the **wait list** is not a guarantee a guest can be accommodated.

HOW DO I APPLY FOR HOMETEL/DEFENDERS LODGE?

Your doctor, nurse, or health care provider who is familiar with your health care needs will refer you by means of an electronic consult request. Given Defenders Lodge 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 need lodging.

HOW LONG CAN I STAY?

- Veterans undergoing extensive treatment or procedures, such as an organ transplant, chemotherapy or radiation 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 a.m. 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 p.m.

LOCATIONS OF HOMETEL/DEFENDERS LODGE

Defenders Lodge is located in Building 9 at the Palo Alto Division at 3801 Miranda Avenue, Palo Alto, CA 94304.

Hometel Livermore is located at the Hawthorne Suites by Wyndham, 1700 N. Livermore Ave. Livermore, CA 94551. Reservations must be prearranged by VA Palo Alto Health Care System (VAPAHCS) Defenders Lodge Staff member.

ROOM ACCOMMODATIONS

- All rooms have two beds, so you will have to share the room with a roommate if you are coming alone.
- All rooms are wheelchair accessible.

WHEN DO I CHECK-IN AND CHECK-OUT OF THE DEFENDERS LODGE?

Defenders Lodge business hours are 24/7 **Sunday through Thursday**, Friday until 6 a.m. to 7:30 p.m. and Saturday until 8 a.m. to 4:30 p.m. except on weekends and holidays. On weekends and holidays business hours are from 8 a.m. to 4:30p.m.

Guests must arrive to check-in to THE Defenders Lodge between **11 a.m. and 5 p.m.**

Monday through Friday, on weekends and holidays check in between **2 p.m. and 4 p.m.**

Check-out is at 9 a.m.

Late arrivals are allowed only up until 10:30 p.m. **and with prior approval.** Approval will be given ONLY in cases of emergent circumstances or due to late airplane arrivals. Guest checking in after-hours must go to the Administrative Officer of the Day (AOD), located in Building 100, 1st floor, Room A1-134.

Hometel Livermore guests must check-in with a confirmation number provided in advance by a Defenders Lodge staff member.

WHAT DO I BRING?

FOOD

(A shared refrigerator & microwave are available on site)

The following people are eligible to receive meals:

- Patients undergoing radiation or chemotherapy
- Patients who permanently reside out of state
- 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 will need to place the diet order in your electronic medical record. **Defenders Lodge staff do not order meals.**

Your usual MEDICATIONS.

(Please note, you **cannot** store your medications in the shared refrigerator. If you are a diabetic and need to refrigerate your insulin, please ask a program staff member for a loaner mini-refrigerator upon check-in.)

PERSONAL TOILETRIES and CLOTHING

CASH

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

EAR PLUGS

EXTRA PILLOWS or SPECIAL SUPPLIES

(i.e. extra blankets or your wheelchair You typically use for your care)

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

FREQUENTLY ASKED QUESTIONS

1. Is there Internet access in Defenders Lodge?

Answer: Expected by December 2014.

2. What if I am on the WAIT LIST and I cannot be accommodated that night?

Answer: Defenders Lodge staff has a local hotel list and can provide it upon request.

3. Where can food be obtained?

Answer: There are vending machines in the Defenders Lodge. The VA canteen is open 7 a.m. and closes at 3 p.m. Monday through Friday and is closed on weekends. Patriot Brew café (the room adjacent to the VA Canteen) is open at 6 a.m. and closes at 8 p.m. Monday through Friday. On Saturday and Sunday, Patriot Brew café is open 8 a.m. to 8 p.m. Defenders Lodge staff also have a list of local restaurants upon.

RESTRICTIONS:

- **NO** guests allowed who are under 18 years of age
- **NO** pets
- **NO** guns, firearms of any type, knives or any weapon or explosive devise
- **NO** alcoholic beverages or illicit drugs or substances, including medical marijuana
- **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.



VA Palo Alto Health Care System

3801 Miranda Avenue, Palo Alto, CA 94304
(650) 493-5000 • www.paloalto.va.gov
