Who can stay in the Defenders Lodge?
Defenders Lodge is designed to serve the following (reference statute 38 U.S.C 1708(b)):

- A Veteran with an appointment at VA Palo Alto receiving health care or a C&P examination.
- A member of the family or friend (referred to as Caregiver who accompanies a Veteran to provide the equivalent of familial support.
- Veteran and Caregiver are required to travel either 50 miles or more, or at least 2 hours from their home to the VA Palo Alto Health Care System, unless there are travel difficulties due to the health status of the Veteran, inclement weather, road conditions, or mode of transportation used by the Veteran (i.e. shuttle rider).
- Veteran and Caregiver who are physically stable, with no recent history of falls or gait instability
- Veteran and Caregiver who are medically stable and manage their own medications and other medically related needs.
- Veteran and Caregiver who are psychiatrically stable with no acute symptoms for at least 30 days.
- Veteran and Caregiver who are free of drug & alcohol problems for at least 30 days.
- Veteran and Caregiver who are capable of total self-care, or are accompanied by a caregiver.
- Veteran and Caregiver who are respectful of other people, with no history of threatening or assaultive behavior.

Caregivers...Please note:
If your loved one goes inpatient (admitted to the hospital) the caregiver automatically goes on the Defenders Lodge wait-list Monday - Thursday. Friday, Saturday, and Sunday DL can give confirmed reservations.

Waitlist
The waitlist is for guests approved to stay at the Defenders Lodge who do not have a reservation. Waitlisted guests must present themselves at the lodge between 4:30 and 5 p.m. to be assigned a bed if space permits. Veterans are given priority for available beds.

*There is no guaranteed bed for those on the waitlist*

How do I apply for Defenders Lodge?
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 (Hometel) request.

Room Accommodations:
Rooms have two full beds, so you will have to share the room with a roommate if you don't require a caregiver. Also, please be respectful and courteous of other Defenders Lodge guests and your roommate.

When do I check-in & check-out if approved to stay in the Defenders Lodge?
- Defenders Lodge check-out hours are at 9 a.m.
- Guests must arrive to check-in between 11 a.m. and 5 p.m. on weekdays and between 2 p.m. – 4 p.m. on weekends and holidays.
- Approval for late arrivals will be given ONLY in cases of emergent circumstances or due to late plane arrivals. Late arrivals are allowed WITH PRIOR APPROVAL.
- After-hours check-in must go to the Administrative Officer of the Day located in Building 100, 1st Floor, Room A1-134.

What do I bring?
- Your usual medications that are self-administered.
- Personal hygiene articles and clothing
- MEALS ARE NOT PROVIDED. Bring cash in case you need extra food, bus fare, etc.
- Alarm clock
- Ear plugs
- Food, drinks (NON-ALCOHOLIC) and utensils. These items will not be provided. There is a community microwave and refrigerator on site as well as vending machines.

Who is eligible for meals?
Only the following people are eligible for meals: Veterans undergoing radiation or chemotherapy or Veterans who permanently reside out of state. One meal for Veterans who are not allowed to eat or drink prior to a surgery.

Please Note: Defenders Lodge, the VA or its staff or volunteers are not responsible for any lost or stolen personal property.
How long can I stay in the Defender’s Lodge?
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 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. If Veteran or Caregiver becomes medically unstable, or experiences an emergency, he/she will report to the ER or call 65500. Veteran or Caregiver will not resume staying in Defenders Lodge until medically cleared by a physician.

Restrictions
• No smoking in the rooms and in or near the building. You are to smoke in the designated smoking areas only. If you violate this policy, you face a possible federal fine (ticket) and you will be asked to leave the Defenders Lodge. You will also be restricted for six months.
• You cannot store your medications in the community refrigerator.
• No alcoholic beverages or illicit drugs
• No firearms or weapons
• No personal items such as hotplates, coffee makers, stereos, boom boxes, etc.
• No pets. Only pre-approved service dogs allowed.
• No guests under the age of 18

Directions
From Highway 101 South
• Take Embarcadero/Oregon Expressway
• Keep left at the fork
• Merge onto Oregon Expressway
• Oregon Expressway will turn into Page Mill Road
• Turn left on Foothill Expressway
• Turn left on Hillview Road
• Turn right on Miranda Avene
• Palo Alto Health Care System will be on the left

From I-280 North
• Take Page Mill Road exit
• Turn right on Foothill Expressway
• Turn left on Hillview
• Turn right on Miranda Avenue
• Palo Alto Health Care System will be on the left