

Who is eligible to stay at the Fisher House?

Welcome to the Palo Alto Fisher House. Our goal is to provide free, high quality, temporary lodging to families of Veterans and active duty servicemembers who are undergoing inpatient treatment in conjunction with Veterans Health Administration. Veterans or active duty servicemembers may stay at the Fisher House if they are accompanied by a family member or caregiver. The following are eligibility requirements for lodging at the Palo Alto Fisher House:

- Guests must require lodging for three or more days .
- Guests must live 50 miles or more from the Fisher House.
- Guests must be medically stable and able to care for themselves and/or family members independently.
- Minor children may be accommodated if they are supervised by their families at all times.
- There will be only one room assigned to each family. No more than three people can be placed in a room.

How do I make a reservation?

Referrals to the Fisher House are made through the patient's treatment team. If you would like to make a Fisher House reservation, please ask a clinician from your family members' treatment team to submit a referral to the Fisher House staff. Requesting a reservation does not guarantee lodging. Lodging is dependent on eligibility and availability.



What are the accommodations?

Our Fisher House consists of 21 suites with a shared kitchen, family room, living room and dining room. Rooms offer either one queen size bed or two twin size beds. Each room has a private bathroom with a shower. All rooms are equipped with a TV and DVD. The Fisher House also offers a wireless internet connection. Rollaway beds and cribs may also be available upon request.

What should I bring?

- Your usual medications that are self-administered. **Please note that you cannot store any medications in the community refrigerators.** If you need a medication cooler please notify the Fisher House Staff upon check-in.
- Personal hygiene articles (soap and other toiletries) and clothing.
- Food or money to purchase food. The Fisher House does not provide meals. **Please note alcohol and weapons are not permitted on VA grounds and may not be stored in the Fisher House.**

What items are restricted?

- Smoking is not permitted in or around the Fisher House at any time. Smoking is only allowed in designated smoking areas.
- Alcohol and/or illicit drugs are not permitted.
- Firearms and/or weapons are not permitted.
- No food or drink items are permitted outside of the kitchen and dining room. You may not have food or beverages (other than water) in your room.
- Pets are not permitted. Only certified and trained service animals are allowed in The Fisher House and require prior approval.
- No additional guests are permitted in the rooms without prior approval.

Where do I check-in if I am approved for reservations?

Non-Holiday weekday check-ins should report to the Fisher House between the hours of 11:00 a.m. and 3:00 p.m., Monday thru Friday. The Fisher House is located on the VA Palo Alto Campus. From the main entrance take your first right, the Fisher House parking lot is the first parking lot on your right.

Weekend and holiday check-ins should report to the Administrative Officer of the Day (AOD). The AOD is located in Building 100 (the main hospital building) in the Emergency Department waiting area.

What are the check-in and check-out times?

Fisher House check-in occurs between 11:00 a.m. and 3:00 p.m.. All other check-ins need to be coordinated with Fisher House staff.

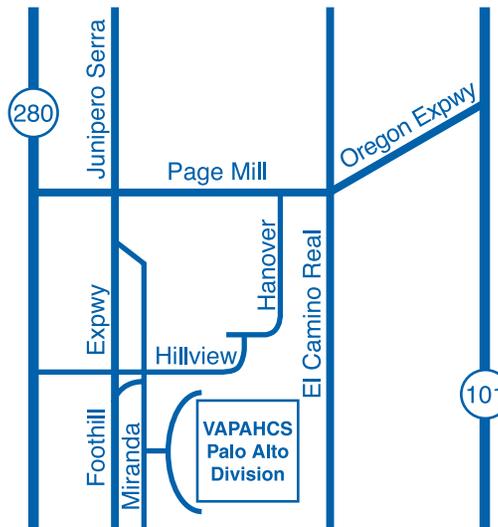
What happens if reservations are not available or I am not eligible for Fisher House lodging?

If you do not meet the eligibility criteria listed above, or if lodging at the Fisher House is not available at the time of your request, Social Work Service can assist you with referrals to other VA and community resources.

Directions to the Fisher House:

From 101: Take the Embarcadero/Oregon Expressway exit. Merge onto Oregon Expressway. Oregon Expressway becomes Page Mill Road. Turn left onto Foothill Expressway. Turn left onto Hillview Avenue. Turn left onto Miranda Avenue. The VA will be on your left

From I-280: Take the Page Mill Road exit. Turn right onto Foothill Expressway. Turn left onto Hillview Avenue with an immediate right onto Miranda Avenue. The VA will be on your left.



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A Guide for Fisher House Guests

VA Palo Alto Fisher House

3801 Miranda Avenue
Palo Alto CA 94304
Building 8

