

Guest Guidelines

Welcome to Molly’s House! These guidelines are intended to ensure your comfort and safety. Molly’s House was designed to provide affordable, temporary accommodations for those in a medical crisis. We operate differently from a hotel or bed and breakfast. We want you to feel at home and we ask that you care for it as if it was your own home.

Who can stay at Molly’s House?

* A patient who is receiving outpatient medical treatment, and their family, can stay at Molly’s House.
* We can also accommodate any friends or family members visiting a loved one that is receiving medical treatment or nursing care.
* We serve guests from all over the country who travel to visit their loved one in a nursing home, hospice facility, or in the hospital.
* An I.D. and a permanent residence are required for check-in.
* Guests with communicable diseases such as measles, chicken pox, etc., cannot stay at Molly’s House.

Referrals

* To stay at Molly’s House, we ask for a referral from any medical provider or facility. The referral can come from a hospital, doctors office, nursing home, hospice, or a rehabilitation center. The referral form can be found on our website: Mollyshouse.org.

Length of Stay & Room Assignments

* Length of stay is limited to no more than one day prior to surgery or admittance to a hospital and may extend for a total of two weeks. Eligibility to stay longer will be reviewed and re-established after that period.
* Guests are assigned rooms on a first come, first served basis, without discrimination. We try our best to provide a room that meets your needs.

Check In

* We ask that guest check in between 9am-5pm Monday- Friday. If you cannot check-in during this time, we will make special arrangements for the on-call staff to meet you at the house.
* A room will be assigned to you. A key for your room and the front entrance will be provided.
* A tour of the home and guest facilities will be given (kitchen, laundry room, library, serenity garden).

Hours of Operation

* Guests are welcome to come and go as they please. We ask that you sign in and sign out at the front desk.
* There are staff present Monday-Friday from 9am to 5pm. Occasionally, we will have volunteers after hours.
* Guest can reach the Operations Manager, after hours or on the weekend, by calling **Mimi Wild- 772-812-3908.** If you cannot reach Mimi please contact the Executive Director, **Katie Watts- 772-773-0667.**

Molly’s House is a Non-Medical Facility

* Molly’s House Staff and Volunteers cannot provide any medical related services of any kind. You are fully responsible for both non-emergency and emergency services. The House will, of course, help to arrange for emergency services. Personal medications are to be stored in the guest’s room only.
* Caregivers are required if you need assistance to ambulate or care for yourself.

Molly’s House is Wheelchair Accessible

* Molly’s House has handicap parking, an elevator, and several bedrooms and bathrooms that are accessible.

Security

* All outside doors are locked 24/7. Always keep your room key with you. Your room door will lock automatically, however be sure to check to make sure it closed all the way.
* The House has an alarm system and several security camaras that cover all common areas (there are no cameras inside the guest bedroom or bathrooms). Staff monitors the House remotely by accessing the security cameras located in the common areas after hours and on the weekends.
* Should there be an emergency, please call 911.

Communication

* The telephone number to Molly’s House is (772) 223-6659. Please advise your family, friends, doctor and nurses of your room number so they can reach you after office hours. Only emergency calls will be accepted between 11:00 p.m. and 8:00 a.m.
* The phones in each room are restricted to local and 800 numbers only.
* Incoming fax is available upon request.
* There is a laptop that is available for your use in the library.
* To access our wireless network: Network Password: 9988776655 – Wireless Network: Molly’s House

Dress Code

* Molly’s House is a home for many people and respectable attire is always required. Shirt, pants or shorts, and shoes or slippers are mandatory when you are out of your room. As a courtesy to other guests, no nightwear or bathrobes are allowed in common areas.

Guest Rooms

* Food and beverages (except water) are NOT permitted in your room. A cleaning fee of $200 will be charged for any food or drinks found in your room.
* Daily housekeeping is not furnished.
* Guests are responsible for keeping their room and linens clean while staying at Molly’s House.
* A pack-and-play is available upon request.
* A staff member may find it necessary to enter a guest room to check on a maintenance problem or other issues. If you experience any maintenance problems, please report them to the front desk.
* Guests should only bring luggage, clothing, toiletries, medicine, and food for their stay. The house is fully furnished, and linens are provided.
* Molly’s House management reserves the right to inspect rooms at its’ discretion for rule compliance.

Kitchen

* Guests may bring in their own groceries and prepare them in the fully equipped kitchen. A numbered cupboard and refrigerator shelf space are available to store your personal food items. Please mark your food with your name and room number. Markers and labels are available in the kitchen for your use. Food must be consumed in the kitchen/dining area only. Please keep refrigerators clean and orderly.
* Please rinse and scrape your dishes and utensils then put them in the dishwasher. Use only dishwasher detergent powder. If the dishes on the dishwasher are clean, please unload them. Do not leave pots, pans or other dishes in the sink.

Laundry

* Molly’s House provides washers and dryers so you may launder clothes, bed linens and towels during your stay.

House Rules:

* Medical treatment and/or therapy may not be conducted at Molly’s House.
* Quiet hours from 10pm-8am.
* Family and friends may visit in the common areas only. Visitors are not permitted in your room.
* Please do not let strangers into the House. Be sure to discuss this with your children.
* Children must always be supervised and should be in their rooms by 10:00 p.m.
* Food and beverages are allowed only in the kitchen.
* Absolutely NO fire is permitted in rooms or on property (no candles, incense, etc.).
* Absolutely NO SMOKING is permitted anywhere on the campus. A room fire alarm triggered by cigarette or other smoking devices is cause for immediate dismissal from the property and a $200 cleaning fee.
* NO ALCOHOL, weapons or illegal drugs are permitted at any time. Failure to comply is cause for immediate dismissal from the property.

Fire Safety

* Please become familiar with fire exits and the fire evacuation plan posted on your room door.
* In the event of fire, never use the elevator, use the stairwells located at the end of each hallway.
* If a guest is in a wheelchair, please vacate to the end of the hall to the fire stairway and wait for assistance.
* Please remain on the property, if possible, so we can account for all residents.

Other

* Molly’s House is not responsible for loss, theft, or damage to guests’ personal property.
* Any personal property left behind will be held for 30 days and then disposed of or donated to charity.
* Please report any accidents or injuries to the House Manager.

Check Out

Molly’s House needs your assistance in preparing your room for the next resident. Please assist us by following these basic checkout procedures. Thank you!

* Empty your food cupboard and refrigerator items. If you are not taking these items, please mark for general use and place in general use section of the refrigerator or throw away.
* Strip bed(s) put sheets and towels in laundry basket and leave laundry basket on the bathroom floor.
* Return all borrowed books to the library.
* Return anything borrowed from the hospital directly to them.
* Please report any damage to the front desk.
* RETURN ALL KEYS TO THE FRONT DESK UPON CHECK OUT.