

Cancer Caring Centre

Nassau, Bahamas

We would like to take this opportunity once again to welcome you to The Cancer Caring Centre. Your well-being is of the utmost importance to us, we pledge to make your stay here as pleasant and comfortable as possible.

Hence, we have put together a few rules and procedures that have been modified as of June 2017 for the overall benefit of the Patient and Cancer Caring Centre.

1. Upon **check-in** a room inspection will be carried out with the Patient/Caretaker and Cancer Caring Centre Supervisor/Representative to insure that everything is in proper order.
2. Transportation is provided by the Cancer Caring Centre free of charge to and from Doctor's/Oncology Appointments, Food Store(s), Social Service & Banking Facility ONLY. Anything outside of this would be the Patients responsibility; however, we would need the patient(s) to submit the time of your appointment to the Cancer Caring Centre Representative by 3:00 pm the *day prior to your appointment* in order for us to insure that transportation is provided in a timely manner and to help us serve you better. Pickup would be provided from your Doctor's/Oncology Appointments no later than 3:15 pm Monday – Friday otherwise you would be responsible to make alternate arrangements for the same.
3. Patients are requested to visit guest in the Abaco Room or on the outside Veranda, in the event the Patient is unable to leave their room *only 2 persons* would be allowed to visit the patient at any given time. **ABSOLUTELY NO CHILDREN UNDER THE AGE OF 15 WOULD BE ALLOWED IN THE PATIENTS ROOM.** Visiting Hours are from 9:00 am – 9:00 pm, if the Patient/Caretaker leaves the premises please insure that you return no later than 9:00 pm otherwise you will not be able to get back into the Centre until the next morning.
4. Please note that based on your treatment each patient once there is a break of 2 weeks or more in between you will not be able to remain at the CCC until your cycle is resumed. All relevant documentation must be presented prior to check-in and must include a current letter from your Physician stating your treatment period. In the event you are coming in for follow-up a letter will also be required be provided stating date of your appointment(s) etc.
5. There is **ABSOLUTELY NO FOOD** to be taken into the patients room, each Patient is provided a locker and key located in the kitchen upon check-in. Patients are requested to secure **non-perishable** items *only* in the locker. The Centre presently has an industrial refrigerator where the patient will be given a shelf to secure their personal food items, the refrigerator is shared with **ALL** of the patients, please be considerate of the space that is available in order to assist everyone involved.

In addition, there is **ABSOLUTELY NO FRYING OF ANY FOOD ALLOWED** there is presently a rotisserie oven and a stove top burner that can be used for boiling or baking only. In addition, there is a microwave oven provided to be used for warming food only.

6. The kitchen is to be kept clean at ALL TIMES, dishes are to be cleaned and put away after use and the garbage is to be emptied once full and disposed in the receptacles bins located by the exterior door of the CCC desk.
7. There is absolutely NO FOOD to be kept in the staff refrigerator/freezer this is for Staff Use ONLY!
8. Air Condition Units in your rooms can only be used between the hours of 9:00 pm – 7:00 am. Please note that you can utilize the Abaco Room in the front lobby area where the air condition is on throughout the day.
9. Prior to **check-out** a room inspection will be carried out with the Patient/Caretaker and Cancer Caring Centre Supervisor/Representative to insure that the room is left in the same manner upon check-in example: garbage to be thrown out, beds to be stripped of all personal items etc.
10. Inspections of **ALL ROOMS** will be carried out on *Wednesdays of each week* to insure that the room is kept in a clean and tidy manner.
11. Laundry facilities are available to all patients located on the ground floor next to the Thrift Shop. The cost is \$1.00 *per load* for the washer and \$2.00 for the use of the dryer. Detergents etc. would be provided by the patient.
12. The Cancer Caring Centre does not provide linens or toiletries for the patients.
13. There is a mandatory meeting to be held with the CSOB Programmes Coordinator, Melissa Major within 48 hours of check-in arrangements can be made with the CCC Representative or the Administrator.
14. The Cancer Caring Centre Supervisors desk located on the first floor by the kitchen and Reception Desk located in the main lobby entrance is for **staff only** at the Cancer Caring Centre. **Please see staff personnel if assistance is required.**
15. From our Experience, we have had to make a decision that a Caregiver must accompany the patient in order to assist with their various needs such as Doctor's/Oncology Appointments, Food Store Runs, Room Comfort ability and most importantly Support. In the event, that one does not accompany you at your initial point of stay and we feel that one is needed you and your family will be

notified immediately and would be given notice to have a Caregiver come in to assist; however, if for any reason you do not comply with this request you will be given notice and we would unfortunately have to ask that you reside elsewhere. Please know that we would not want this to happen and request that you ensure that these measures are put in place upon your arrival. **A Caregiver must be the age of 18 years or older, identification must be provided upon check-in.**

16. In addition, there are only 10 Rooms available at the Cancer Caring Centre and sometimes you may be asked to share a room with another patient. There is a maximum of 2 person(s) per room at any given time that would include the patient and a Caregiver.

Please sign to verify that you agree with the terms and conditions of the above rules and procedures of the Cancer Caring Centre.

Cancer Caring Centre
Patient/Caretaker

Date

Cancer Caring Centre
Supervisor/Representative

Date

The inspection for the above patient room has been inspected and left in satisfactory condition.

YES

NO

**Cancer Caring Centre
Supervisor/Representative**

For Official Use Only:

Remarks: _____

