

*New Mexico's House of Hope*  
**General Information and House Rules**

**Casa Esperanza:** Spanish for "House of Hope"

**Mailing Address:** P.O. Box 40472 Albuquerque, NM 87196-0472

**Street Address:** 1005 Yale Blvd. NE Albuquerque, NM 87106

**Phone Number:** (505)277-9880 **Fax:** (505)277-9876 **Toll Free:** (866)654-1338

**Office Hours:** Monday to Friday 8:00 a.m. to 6:00 p.m.

Saturday 8:00 a.m. to 1:00 p.m. Sunday 08:00 a.m. to 3:00 p.m.

**General Information:** Casa Esperanza is a private, non-profit agency, not affiliated with UNM or any hospital or government agency. User fees, donations and contracts with NM Department of Health, Health Promotion Division and the University of New Mexico fund us.

**Front Desk:** Our registration desk is staffed during the office hours listed above. First time guests should expect their initial registration/check in time to take 30 minutes (15 minutes to process paperwork and about 15 minutes to complete an orientation tour of the house). First time guests need to check in 2 hours before the office closes.

**Room Deposit:** A key and damage deposit of \$15.00 is due upon check in. The deposit is refundable as long as the occupants follow the check out procedures. If a family checks in and decides not to keep the room for the night, Casa Esperanza reserves the right to keep the deposit as an administrative fee.

**Room Accommodations:** Casa Esperanza has 28 rooms available. Our first priority is housing cancer patients and their families. Our small rooms accommodate three people and rent for \$30.00 a night; suites accommodate five people and rent for \$35.00 a night. If you need financial assistance, please contact your hospital social worker. We have 4 handicap rooms available, if you need a wheel chair or shower chair, please see the front desk.

**Door Code:** Do not give the front door code to any one else - it is for residents and staff only – and it gets changed on a weekly basis.

**Security:** Casa Esperanza is a private home with security and surveillance systems to protect guests. All residents are expected to sign out each time they leave and return so that we may know who is in residence in case of a fire or other emergency. Residents are required to enter and exit at the main entrance: all other doors are fire exits only.

**Pets:** No pets of any kind are allowed on Casa Esperanza premises.

**Visitors:** Visitors are welcome during office hours only, and are expected to arrive and be admitted through the front door.

**Quiet Hours:** Please remember that this is a home for people under great physical and emotional stress and in need of rest and quiet. Quiet hours are from 10pm-7am.

**Fire Safety:** Smoke detectors and sprinkler heads are located in every room. Tampering with these devices is a violation of law and will result in eviction. In an emergency, please follow the instructions posted inside the door of your room.

**Medications and Medical Equipment:** Please keep all medications secured in your room. No medications or medical equipment may be accepted, stored or dispensed at any time by our staff.

**Smoking:** Casa Esperanza is a **SMOKE FREE** facility. Smoking is not permitted anywhere on the premises except in the designated smoking areas outside.

**Parking:** Free parking is provided; guests will need to display a permit on the dashboard which is issued at check in. Because parking space is limited, we ask that residents plan to bring just one vehicle per patient family. Improperly parked vehicles will be towed. Please let a front desk staff member know if you are not able to find parking.

**Occupancy:** Due to space limitations, we can usually only allow one room or suite per patient family. No more than three people may occupy a small room and no more than five may occupy a suite. In each case, at least one resident must be a responsible adult.

**Caregiver Requirement:** Casa Esperanza is designated to house cancer patients who are able to care for their own personal needs or who can be assisted by a family member or other caregiver. We lack the resources to care for unaccompanied patients. All patients must be accompanied by a responsible adult caregiver. (18 years or older).

**Transportation:** Guests need to make their own transportation arrangements. For transportation assistance, contact your hospital social worker. UNM Hospital shuttle services stops at Casa Esperanza every hour on the hour Monday through Friday from 7:30 a.m. to 12:00 a.m. You may request a pick-up from Casa Esperanza via telephone.

**Mail:** Outgoing and incoming mail is handled at the front desk. Mail received after guests check out will be forwarded to the address left on file or returned to sender.

**Telephones:** Each room has a private phone number and voicemail. Guests may place local call and receive calls any time without going through the main office switchboard. Please write down your room number and give it to your doctor, hospital or anyone who may try to contact you during your stay. Complete telephone instructions are located on the bedside table in each guest room.

**Playground and Playroom:** Please remember that an adult must supervise children at all times. Guests who repeatedly fail to supervise or leave their children unattended may be asked to leave.

**Conference Room:** Conference rooms are used for staff meeting, board meetings and community groups. This is available to residents for private meetings with their healthcare personnel, religious advisors, visiting family members and at any time complete privacy is required. Please check with the front desk for available times.

**Housekeeping:** We intend for our families to feel at home, each family is responsible for a small chore which is assigned to each room (refer to the back of your door for specific tasks). In this way, each family may feel some “ownership” in the house. All residents share common areas, so we ask that every family clean up after themselves. The area needs to be ready and clean for the next family needing to use the area.

**Laundry Facility:** Residents may use the laundry facility at no charge. Laundry products are available for sale at the front desk. There is also an iron, an ironing board and areas for folding. Like all the other areas of the house, the laundry facility should be left clean and free of clutter for the next family to use.

**Kitchen:** Kitchens are assigned according to your room number, but if your kitchen is in use, you are welcome to use any kitchen area. Please abide by all the posted kitchen rules. **NO** food is allowed in the rooms and should not be taken to the room. If there is a medical reason you would need food with you, please see the front desk.

**Groceries:** Residents are responsible for providing their own groceries and preparing their own meals. Everyone is expected to observe refrigerator and storage cabinet “privacy” and etiquette. The community refrigerator and community cabinet is available to all.

**Gifts and Gratuities:** We appreciate verbal and written thanks, but our staff and volunteers may not accept personal gifts or tips. If you wish to acknowledge a special kindness, please do so by making a gift to the house in that person’s name or by writing a note to the Executive Director, Eileen Cook.