

Out of Town Patients and Staying at the Residence Inn

What is the Residence Inn?

The Residence Inn is a hotel in London that works directly with the Verspeeten Family Cancer Centre and London Health Sciences to provide accommodation for out of town patients. Dedicated rooms are available for patients Monday to Thursday nights while on treatment.



Residence Inn by Marriott
383 Colborne Street London, Ontario
www.marriott.com/YXURI
Hotel Information: 519-433-7222
Reservations: 519-685-8656

Who can stay at the Residence Inn?*

If you are receiving **radiation** treatment you must:

- Be a patient on active radiation treatment.
- Live at least 40 km from Victoria Hospital.
- Be able to care for yourself.

If you are receiving a **stem cell transplant** treatment you must:

- Live at least 100km away from Victoria Hospital.
- Be a patient having your transplant as an outpatient,
- Be a donor coming for stem cell collection, or
- Receiving Acute Leukemia treatment as an outpatient that requires close monitoring by your healthcare team.

**The information above may change, subject to continued funding availability.*

How do I make a reservation?

Please notify the cancer centre's reception staff or your transplant team that you wish to stay at the Residence Inn. They will make the reservation for you.



If plans change and you need to cancel your reservation, you are responsible for cancelling your reservation 48 hours in advance of your check-in date by calling **519-685-8656**. Failure to cancel your reservation will result in the full room rate being charged to you.

How much does this cost? Will I have to pay anything?

Arrangements have been made between the Cancer Program and the Residence Inn to assist with expenses associated with all services. Your portion of this fee is \$38.00 + tax per night for one shared room. You may stay from Monday night to Thursday night at the hotel. This fee is payable on arrival each week. Any additional charges, such as room service, long distance, market purchases, etc. are the responsibility of the patient. Financial assistance is available, talk to your healthcare team.

If you require accommodation over the weekend (Friday through Sunday night), the cost is the responsibility of the patient. The Residence Inn will bill the you directly at the negotiated hospital rate.

What are the Suites at the Residence Inn like?

Suites at the Residence Inn are **shared** (two patients to a suite). Each Suite has two bedrooms, each with a queen-size bed, a sitting area, kitchen with cooking facilities, and one **shared** washroom. Washrooms can be fitted with assistive devices if needed. The sitting room and bedrooms are equipped with televisions and a safe to lock your belongings.

Can a friend or family member stay with me?

The Residence Inn is for patients only. Family and friends are welcome to visit but they cannot stay overnight. We ask you that are respectful to the other patients staying at the hotel. There are other options available if you would like someone to stay with you. See "Other accommodations" below.

If you need a caregiver to help you with your daily living, please speak to your doctor. Arrangements can be made for homecare or a caregiver (essential companion) to stay with you in certain circumstances.

Meals

Please let staff at the Residence Inn know if you have any special dietary requirements. Meals will be provided at the following times:



Breakfast: 7:00 am - 9:00 am

Lunch: 12:00 pm - 1:30 pm

Supper: 5:30 pm - 7:00 pm

Friends and family cannot purchase meal tickets. Only approved essential companions will be provided meals as part of their stay.

What should I bring with me during my stay at the Residence Inn?

You will need to bring your clothes, toiletries and medication with you. You may also want to bring a book or craft to help you fill in your time. Bedding and towels will be provided. Belongings cannot be left at the hotel over the weekend. You will take your things home and bring them back when you return on Monday.

Are there additional services and amenities available at the Residence Inn?

The Residence Inn offers free WiFi, Fitness Centre, access to the YMCA and Wellspring Cancer Support Centre. There are playing cards, games and puzzles available for request at the front desk. Paid daily dry cleaning service, on-site coin laundry, and a Market (24/7 Food and Beverage Pantry) are also available.

How do I get to the Residence Inn and the hospital?

To get to the Residence Inn you can either drive yourself or come with a volunteer driver. Call the Canadian Cancer Society Wheels of Hope program at 1-800-263-6750 to arrange a volunteer driver. Ask the clerk to make a referral when you make your hotel reservation.

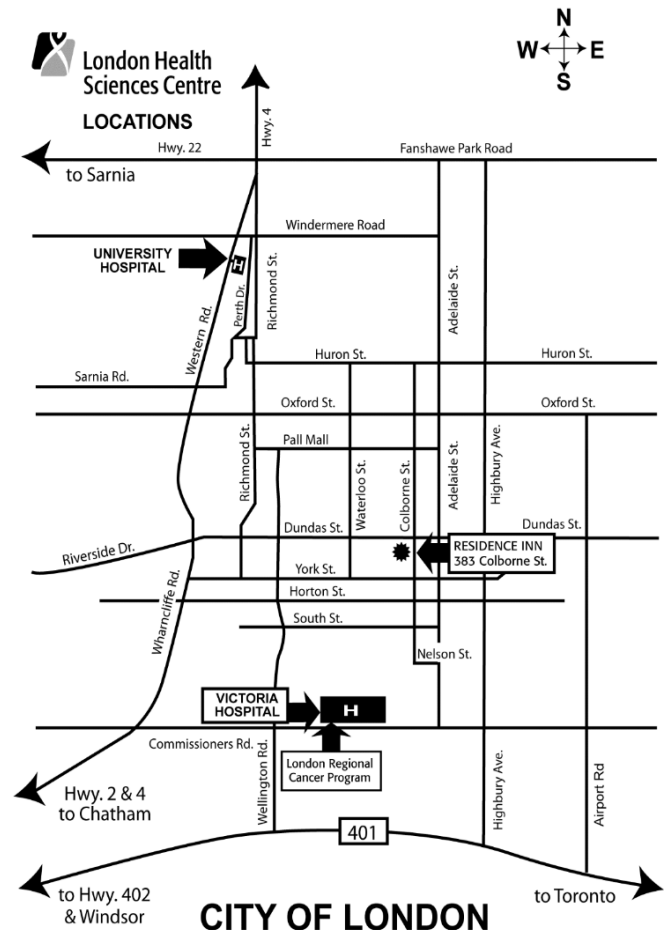
There is a shuttle service to provide transportation between the cancer centre and the Residence Inn. A shuttle bus schedule is available at the front desk of the Residence Inn or at Radiation Reception.

Where can I park?

The Residence Inn has free weekday parking at the hotel for patients.

How do I check-in?

On your first day of treatment, you will check in at the Residence Inn. Check-in time is after 3:00 p.m. You can check in before or after your treatment depending on what works best with your schedule.



What if I am not feeling well when I am staying at the Residence Inn?

In the case of a medical emergency, you are advised to dial 9-1-1. If it is not an emergency and you need to speak with a member of your health care team, you can contact them in the same way as you currently do. There are no medical services at the Residence Inn. Homecare can be arranged to come to the hotel if you need it.

Other accommodations

Many hotels, including the Residence Inn, provide hospital rates for patients and their families. Please contact the hotels directly about their nightly rates. If you live more than 80km away (one way) from the cancer centre, you may be able to claim hotel expenses on your taxes. Visit the Canada Revenue website for more information.



South West
Regional Cancer Program
in partnership with Cancer Care Ontario



Verspeeten Family Cancer Centre
London Health Sciences Centre