

# WELCOME

To Your Home  
Away From Home



## FedExFamilyHouse

Suite # \_\_\_\_\_

Check-In Date: \_\_\_\_\_

[www.fedexfamilyhouse.org](http://www.fedexfamilyhouse.org)



## Welcome to FedExFamilyHouse.

We hope you will make yourself at home while you are here. The FedExFamilyHouse Welcome Guide contains information you might need during your stay. Please keep it and use for reference.

We know a hospital visit can be overwhelming and stressful. FedExFamilyHouse was designed by families with family life in mind. Our goal is to provide a place for respite and comfort while your child is receiving care at Le Bonheur Children's Hospital.

FedExFamilyHouse was built and is maintained through generous gifts from FedEx Corporation and community supporters. There is no charge to stay at FedExFamilyHouse.

[Please let us know if you have any questions or if we may assist you in any way.](#)

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# Your Stay With Us

## About Le Bonheur

Each year, more than 250,000 children from throughout our region and beyond come to Le Bonheur Children's Hospital for care. Recognized by *U.S. News & World Report*, Le Bonheur is among the best children's hospitals in the country. Le Bonheur opened a \$340 million, 610,000-square-foot addition in 2010. Everything from the interior design to the state-of-the-art technology is focused on one thing – providing the very best care for children. Learn more about hospital amenities on pages 9-11.

## Finding Your Way Around

We hope you will make yourself at home during your stay. Below are amenities you will find throughout FedExFamilyHouse. You can find more detailed information about these amenities throughout the Welcome Guide.

### Floor 1

- Welcome Desk
- Kitchens and Dining Area
- Ice Machine
- Family Pantries
- Library and Communications Center
- Family Lounge Area
- Teen Lounge
- Children's Play Area
- Outdoor Grills and Living Area

### Floor 2

- Family Suites (Room Numbers 201-212)
- Family Lounge and Communications Center
- Laundry Facility

### Floor 3

- Family Suites (Room Numbers 301-312)
- Family Lounge
- Laundry Facility

## Important Phone Numbers

In an emergency, dial 911. Please also notify the Welcome Desk of an emergency by dialing 0 on your in-room phone.

<b>Welcome Desk, Executive Office, . . . . .</b>	<b>0</b>
<b>Guest Services, Hotel Operator, Housekeeping</b>	
<b>Shuttle Service . . . . .</b>	<b>901-287-6017</b>
<b>Le Bonheur Operators . . . . .</b>	<b>901-287-5437</b>

## Guest Services

### Housekeeping

Daily housekeeping for guests includes bedmaking, sweeping and fresh bath towels. Bed linens are changed every three days.

### WiFi

Free wireless Internet is available for guests.

Network: fefh\_guest Username: ffhguest Password: myaccess

### Telephone

Direct local dialing . . . . .	9 + Number
Direct dial long distance calling . . . . .	9 + Area Code + Number
Local operator assistance . . . . .	0
Emergency . . . . .	9 + 911
Ambulance (non-emergency) . . . . .	9 + 901-458-3311

### Area Map

Local area maps are available at the Welcome Desk.

See Le Bonheur's campus map on page 3.

### Personal Care Items

If you've forgotten any personal care or toiletry items, some are available at the Welcome Desk.

### Fax and Copy Machines

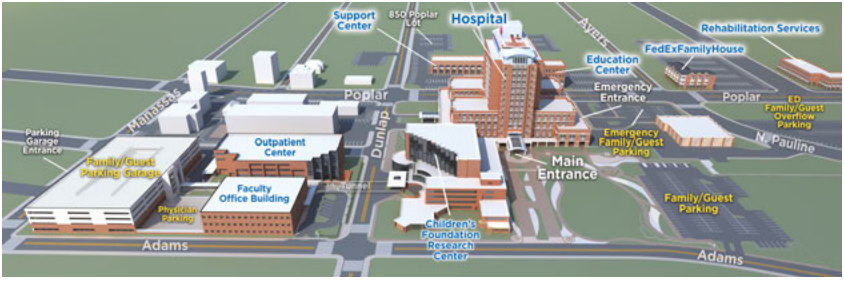
Fax and copy machines are available at the Welcome Desk.

FedExFamilyHouse's fax number is 901-347-6471, and the phone number is 901-322-1971.

### Luggage Storage

Luggage storage is available at the Welcome Desk for those checking out and for those who need storage during hospital appointments. Please call, or visit, the Welcome Desk to arrange.

# Campus Map



## Guest Guidelines

FedExFamilyHouse guidelines are rooted in Le Bonheur's foundational principle of dignity and respect of every family member. Please keep in mind that it is both a privilege and responsibility to be a part of the FedExFamilyHouse community. We ask that you help us maintain a peaceful environment for all guests by abiding by these guidelines and courtesies. Should you have any questions or concerns, please ask at the Welcome Desk or the manager on duty.

## Check-In and Check-Out Times

**Check-In Time: 3 - 6 p.m.**

*(Unless FedExFamilyHouse staff is notified of a late arrival)*

**Check-Out Time: Noon**

Please call the Welcome Desk if you need to store your luggage during an appointment.

## Guidelines

- All guests must have proof of permanent residence.
- All guests must be registered. A maximum of four people (including infants) may reside in each suite.
- The room must be used daily to remain assigned.
- Children younger than 18 may not be left unsupervised. Children may not be left in the care of a volunteer, staff member or another family.
- Parents and guardians must accept responsibility for their children at all times.
- Rooms may be checked by Housekeeping on a daily basis. Rooms may be subject to inspection for compliance with FedExFamilyHouse guidelines.
- All family members are subject to a background check.
- Guests are responsible for any missing or damaged items in the room.
- Smoking is allowed only in designated areas. Please ask at the Welcome Desk where you can smoke.
- Alcohol and illegal drugs are not allowed on the property.
- Firearms or other weapons are forbidden.
- No pets are allowed in FedExFamilyHouse.
- No open flames (such as candles) or cooking in the suite is allowed.
- Disruptive, violent or inappropriate behavior is cause for removal from FedExFamilyHouse.
- Please be sure any television shows or movies watched in community areas are appropriate and do not include violence or inappropriate language.
- For health reasons, please wear either slip-resistant socks or shoes at all times.
- Please alert Housekeeping to any spills or fluids that might be hazardous.
- Please do not sleep on couches in the common living areas or sit on any counter or table tops.
- Please tidy kitchen and common areas after you use them.
- Please do not unlock any locked doors, and use key-access doors only.
- Plan to serve and eat meals in the first floor dining areas.
- Photo ID is required to check out video games.

# Security and Transportation

Upon check-in, you will receive an electronic suite key that will give you access to both your room and the parking lot gate. The key will also give you access to the entrances at the rear of the house and the front of the house on Poplar Avenue (closest to the hospital). Please safeguard your key and do not give your key or room number to any strangers. Registered guests must provide valid identification to receive a room key.

The security gate and entrance doors are closed for your safety. Please do not let anyone into the building unless they are your guest.

Transportation to and from Le Bonheur is available through Le Bonheur Security 24 hours a day, seven days a week. Please call 901-287-6017 to arrange a ride to or from the hospital.

## Parking

Secure parking is available for families at the rear of the building. No parking is allowed on lawns or in the driveway. A valid handicap tag must be visible to park in a handicap space. Violators will be towed at the owner's expense. No boats, campers, RVs, stalled vehicles or commercial vehicles are allowed on the premises without prior permission from management. FedExFamilyHouse and Le Bonheur are not responsible for any damaged or stolen cars in the parking area. Please do not leave valuables unattended in the car. We are not responsible for any personal items stolen from your vehicle.



## Visitors

Visitors are welcome at FedExFamilyHouse from 8 a.m.-10 p.m. All visitors must sign in and out at the Welcome Desk. Please accompany your guests at all times. Fire department regulations require FedExFamilyHouse to know the number of guests in the facility. If you are expecting a large number of guests for an activity or event, please consult with the general manager. Guests are responsible for ensuring their visitors follow FedExFamilyHouse guidelines.

## Quiet Hours

Please help us maintain a peaceful, calm living space for families. Quiet hours are observed from 10 p.m. until 8 a.m. Please be sensitive to individual needs for rest and quiet and be respectful of other guests. Any disturbances during quiet hours should be reported to the Welcome Desk.

## Maintenance and Facilities

Please report all maintenance needs – including emergencies and non-emergencies -- to the Welcome Desk. FedExFamilyHouse encourages maintenance to be requested as soon as the issue is discovered. Upon check out, all rooms are inspected and inventoried. Families will be responsible for any loss or damage.

## Kitchen and Dining Areas

FedExFamilyHouse offers four full-sized kitchens to families to prepare meals and snacks. Each family has access to their own private pantry and refrigerator space. Keys to private pantries are provided upon check-in. FedExFamilyHouse is not responsible for any missing food from common area refrigerators.

While using the stove, please make sure the vent hoods are on. Please do not leave any food on the stove unattended.

Please eat all meals in the kitchen and dining areas.

Please clean and tidy the kitchen after each use and ensure it is ready for the next family to use. Please load and start the dishwasher when you are finished in the kitchen. Dispose of any trash. Open or leftover food items should be stored in your personal pantry or discarded.

## Grills and Outdoor Living

Grills are located in the courtyard area just outside of the screened porch. Please use all safety precautions when operating the grill. Grilling tools are available upon request. Please clean the grill and utensils after use. Please do not leave grills unattended. Dispose of any trash. Please do not use grills after 9 p.m.

## Laundry

Washers and dryers are available on Floors 2 and 3 at no charge. Laundry facilities are for guests' use only. Please remove clothing from washers and dryers promptly. FedExFamilyHouse is not responsible for any items or laundry left unattended in the laundry areas. Detergent and fabric softeners are provided, as available, at the Welcome Desk. Please keep in mind these are high-efficiency machines that do not require a large amount of detergent.

## Smoking

Le Bonheur Children's Hospital is a smoke-free campus. Likewise, smoking is not permitted inside FedExFamilyHouse. Please ask FedExFamilyHouse staff for suggested off-campus locations where smoking may be permitted.

## Illegal Drugs or Conduct

No illegal drugs or drug-related paraphernalia are allowed in FedExFamilyHouse. Discovery of such items will result in immediate dismissal from FedExFamilyHouse, and appropriate law enforcement agencies will be alerted.

## Firearms and Weapons

Firearms and weapons of any type are prohibited on FedExFamilyHouse property. Discovery of such items or any drug-related activity will result in immediate dismissal from FedExFamilyHouse, and appropriate law enforcement agencies will be alerted.

## Personal Property

FedExFamilyHouse is not responsible for any theft, loss or damage to guests' (or visitors') personal property that occurs in the suites, common areas or parking areas. We do not provide fire or casualty insurance for guests' personal property.

## Pets

No household pets are allowed at FedExFamilyHouse. Licensed ADA and pet therapy animals are allowed if required because of a disability and the animal is trained to do a specific task for the person.

# Amenities at Le Bonheur

The following amenities are available on Le Bonheur's campus:

## ATM

You may find a First Tennessee ATM on the hospital's Lobby Level across from Le Bon Appetit, the hospital's cafeteria.

## Cafeteria

Le Bonheur's Cafeteria, Le Bon Appetit, is located on the hospital's Lobby Level, near the Main Lobby. Offerings include pizza, pasta, salad bar, soups, deli sandwiches, hot food line and grill. Hours are:

**Monday-Friday**      **6:30 a.m. - 10 a.m.**  
                                 **11 a.m. - 2 p.m.**  
                                 **4 p.m. - 2:30 a.m.**

**Saturday-Sunday**    **6:30 a.m. - 10 p.m.**

Le Bonheur also offers two delis/coffee bars located across from Le Bon Appetit on the Lobby Level and in the Research Center, Ground Floor. Both locations are open Monday-Friday from 10 a.m.-7 p.m. Vending machines are available on the Lobby Level of the hospital near Le Bon Appetit, Ground Floor near the Emergency Department and in the Outpatient Center near the pharmacy.

## Cashier

You may cash checks during your stay at the cashier's office, located on the Lobby Level, near the Room of Magic movie theater.

## Chapel

A chapel and quiet room are available for families to use on the Lobby Level.

## Family Resource Center

The Le Bonheur Club Family Resource Center, located on the Lobby Level, offers a family living space, computers and business area. An education library and on-site educator are also available to help you research credible medical resources during your stay. You may contact the Family Resource Center at 901-287-7151.

## Family Rooms

Family rooms are located throughout the hospital and on most inpatient floors. They offer a space for families to gather and include a play space for siblings, coffee machine, refrigerator and cabinets with snacks.

## Gift Shop

Le Bonheur's gift shop, Branches, is located on the Lobby Level of the hospital in the main lobby and offers toys, cards, gift items, flowers, snacks, necessities for an overnight stay and more. Call 901-287-6155 to order a gift for delivery to patient rooms.

### **Branches Hours:**

<b>Monday-Wednesday</b>	<b>9 a.m. - 5:30 p.m.</b>
<b>Thursday</b>	<b>9 a.m. - 7 p.m.</b>
<b>Friday</b>	<b>7 a.m. - 5:30 p.m.</b>
<b>Saturday</b>	<b>10 a.m. - 4 p.m.</b>
<b>Sunday</b>	<b>1 - 5 p.m.</b>

## Lost and Found

If you have lost or found an item, contact Le Bonheur Security at 901-287-6017.

## Pharmacy

An outpatient pharmacy is available for over-the-counter drugs and prescriptions. Most insurance is accepted. The pharmacy is located on the Ground Floor of the Outpatient Center and is open Monday-Friday, 9 a.m.-5:30 p.m. Reach the outpatient pharmacy by calling 901-287-6050.

## Respite Care

Respite care is a free service provided for your child, if you need to leave the hospital. A trained hospital volunteer will sit with your child for two to three hours and help him or her with any needs he/she might have. Request respite care by calling 901-287-5225.

## School

Le Bonheur is home to an accredited school program that provides year-round school services to patients in grades K-12. These services are designed to help your child stay on track with his or her school work while in the hospital. Bring contact information from your child's school, so that our teacher may consult with your child's teacher, as needed. To contact the service, please call 901-287-6762.

**Learn more about additional Le Bonheur amenities in your patient's in-room Le Bonheur Patient Guide or by inquiring at the hospital's Welcome Desk.**

# Memphis Information

## Area Shopping

### Walgreen's

1863 Union Avenue • Memphis, TN 38104 • 901-272-2006

Approximately 2 miles from FedExFamilyHouse

### Fresh Market

2145 Union Avenue • Memphis, TN 38104 • 901-726-5263

Approximately 2 miles from FedExFamilyHouse

### Kroger

1761 Union Avenue • Memphis, TN 38104 • 901-272-8630

Approximately 2 miles from FedExFamilyHouse

### Overton Square Restaurants and Shops

2101 Madison Avenue • Memphis, TN 38104

[www.overtonsquare.com](http://www.overtonsquare.com)

Approximately 3 miles from FedExFamilyHouse

### Laurelwood Shopping Center

4530 Poplar Avenue • Memphis, TN 38117

[www.laurelwoodmemphis.com](http://www.laurelwoodmemphis.com)

Approximately 7 miles from FedExFamilyHouse

### Oak Court Mall

4465 Poplar Avenue • Memphis, TN 38117

[www.simon.com](http://www.simon.com)

Approximately 7 miles from FedExFamilyHouse

### Target

5959 Poplar Avenue • Memphis, TN 38119 • 901-261-5079

Approximately 11 miles from FedExFamilyHouse

## Area Shopping - continued

### Shops of Saddle Creek

7615 West Street • Germantown, TN 38138

[www.shopsofsaddlecreek.com](http://www.shopsofsaddlecreek.com)

Approximately 13 miles from FedExFamilyHouse

### Wolfchase Galleria

2760 N Germantown Parkway • Memphis, TN 38133

[www.simon.com](http://www.simon.com)

Approximately 16 miles from FedExFamilyHouse

### The Shops at Carriage Crossing

4674 Merchants Park Circle • Collierville, TN 38017

[www.shopcarriagecrossing.com](http://www.shopcarriagecrossing.com)

Approximately 25 miles from FedExFamilyHouse

### Tanger Outlets

5205 Airways Boulevard • Southaven, MS 38672

[www.tangeroutlet.com/southaven](http://www.tangeroutlet.com/southaven)

Approximately 16 miles from FedExFamilyHouse

## Transportation

### MATA (Memphis Area Transit Authority)

901-722-7100

[www.matatransit.com](http://www.matatransit.com)

### City Wide Cab

901-324-4202

### Metro Cab

901-322-2222



## Transportation - continued

### Yellow Cab

901-577-7777

### Uber

[www.uber.com/cities/memphis](http://www.uber.com/cities/memphis)

## Restaurants that Deliver

### Yao's China Bistro

901-523-2065

[www.yaosdowntown.com](http://www.yaosdowntown.com)

Chinese food, including lunch and dinner specials

### Mulan Asian Bistro

901-347-3965

[www.mulanmidtown.net](http://www.mulanmidtown.net)

Pan-Asian fare, including sushi

### Trolley Stop Market

901-526-1361

[www.trolleystopmarket.com](http://www.trolleystopmarket.com)

Pizzas, sandwiches and vegetarian/vegan options

### Domino's

901-527-3030

[www.dominos.com](http://www.dominos.com)

Pizzas, sandwiches, sides and desserts

### Jason's Deli

901-324-3181

[www.jasonsdeli.com](http://www.jasonsdeli.com)

Sandwiches, salads, pastas, potatoes, soups and desserts

## Restaurants that Deliver - continued

### Little Italy

901-725-0280

Homemade pizza, sandwiches and salads

### Pizza Hut

901-362-3333

[www.pizzahut.com](http://www.pizzahut.com)

Pizzas, pastas, sides and more

# TV Channel Guide

0 . . . . CMT	18 . . . Nickelodeon
1 . . . . HBO Family	19 . . . Speed
2 . . . . HBO Signature	20 . . . TBS
3 . . . . ESPN Classic Net	21 . . . The Weather Channel
4 . . . . A&E	22 . . . USA Network
5 . . . . Bloomberg Direct	23 . . . VH1
6 . . . . Cartoon Network	24 . . . ABC
7 . . . . CNBC	25 . . . CBS
8 . . . . Comedy Central	26 . . . NBC
9 . . . . Disney	27 . . . FOX
10 . . . TV Food	28 . . . HBO
11 . . . . FX	29 . . . ESPN
12 . . . . BET	30 . . . HBO2
13 . . . . History	31 . . . ESPN2
14 . . . . Lifetime	32 . . . Discovery
15 . . . . MSNBC	33 . . . CNN
16 . . . . MTV	34 . . . Fox News
17 . . . . NFL	35 . . . TNT









**FedExFamilyHouse**

918 Poplar Avenue • Memphis, TN 38104 • 901.322.1971

[fedexfamilyhouse.org](http://fedexfamilyhouse.org)

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