



**JoeAnna's  
House**

Better together.

# **GUEST HANDBOOK**

**Welcome to JoeAnna's House**

**321 Royal Avenue**

**Kelowna, BC V1Y 0G4**

**250-470-0100**

**KGH**FOUNDATION

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A message from the CEO...



The KGH Foundation, along with a host of community partners, joined together in 2019 to create JoeAnna's House as a safe haven and a home away from home for people facing challenging times with a loved one at KGH. This effort has demonstrated the caring and commitment our community has to ensuring people having to travel for care at KGH are provided a home base during their time here.

The House is named after Joe and Anna Huber, who lived a tradition of giving and supporting others in their community. Their family were founding supporters of the creation of the House and we are proud to have Joe and Anna as an inspiration for the caring in our community that this House represents. This House is the culmination of the efforts of thousands of people and we are proud to be able to offer hospitality on behalf of everyone who gave to make JoeAnna's House possible.

JoeAnna's House charges a nominal fee to make it affordable for everyone who needs to stay. The majority of costs to operate JoeAnna's House are donated by the community, with love and best wishes for recovery and resolution. We rely on the generosity of the community to keep this amazing home available for those who need it. We encourage all our guests to carry the word of JoeAnna's House back to your home communities to encourage others to make a gift, hold an event or do anything they can to contribute to ensuring this home away from home is available for the thousands of others who will follow behind you and enjoy the comfort and security of JoeAnna's House.

On behalf of the people who gave to make JoeAnna's House a reality we wish you and your loved ones our best wishes for recovery and a safe journey home.

Allison Ramchuk, CEO  
KGH Foundation

## **JOEANNA'S HOUSE GUEST HANDBOOK**

This handbook contains valuable information related to our Guests who stay at JoeAnna's House; please refer to it if you have any questions. We truly hope you have a warm and positive experience while staying at JoeAnna's House.

### **Organizational Description**

JoeAnna's House opened its doors to the first Guests on November 25th, 2019.

It is through the Kelowna General Hospital Foundation and the many generous donors that JoeAnna's House has become a reality.

### **Vision**

JoeAnna's House is a shared home-away-from-home created to support families with loved ones requiring medical care at KGH.

Our hope is to create a home where families are safe and secure, allowing them to provide support to their loved one in care.

### **Philosophy**

Many families are in urgent or stressful situations. We strive to provide a nurturing environment, while respecting that families may value their privacy.

We will endeavour to be a positive aspect of people's experience, we will exercise respect for the situation each is facing, and we will be empathetic in our interactions with guests.

**JoeAnna's House**  
**321 Royal Avenue, the corner of Royal Avenue and Abbott Street**  
**Kelowna, BC V1Y 0G4**  
**P 250-470-0100 F 250-470-0102**  
Email: [joeannashouse@kghfoundation.com](mailto:joeannashouse@kghfoundation.com)

KELOWNA GENERAL HOSPITAL – MAIN SWITCH BOARD – 250-862-4000

**EMERGENCY - 911**

# ABOUT JOEANNA'S HOUSE

## Who Can Stay?

JoeAnna's House welcomes families who live **\*OUTSIDE OF THE AREA** and have a loved one who is hospitalised at Kelowna General Hospital. At any given time, one out of every four beds at KGH is occupied by a patient from outside the Central Okanagan. These patients are here for many different reasons; emergency trauma, cases requiring air ambulance, neonatal intensive care, open-heart or other surgery, serious illness or injury. JoeAnna's House is also available to high-risk pregnant women who live outside of the area but are required to be close to the hospital.

**\*OUTSIDE OF THE AREA** is considered to be Summerland to the South and Vernon to the North; exceptions will be considered on a case by case basis.

JoeAnna's House is unable to accept walk-in guests. A referral form, found on our website at [www.joannashouse.com](http://www.joannashouse.com), can be completed by anyone and faxed to 250-470-0102 or emailed to [joannashouse@kghfoundation.com](mailto:joannashouse@kghfoundation.com). An IH Social Worker or KGH Staff member will confirm all referrals. Bookings are available for the family member(s) only; patients are not able to stay at JoeAnna's House. Once a patient has been discharged from the hospital the family member(s) must vacate their room the same day at JoeAnna's House in order to make space for other families. We are only able to offer one Guest room per family. A family is defined as 1 person up to a maximum capacity of 4 in some rooms. **(Current Maximum Capacity per Room is 2)**

**Day Use** is available for a nominal charge at JoeAnna's House for a family member who is attending a loved one admitted to Kelowna General Hospital and who need a break from the hospital environment. Family members can use the Day Use Room to take a shower. They can also do a load of laundry, use the business center or just sit and have a cup of coffee. Wi-Fi is available throughout JoeAnna's House. Families accessing the facilities for 'day use only' must be referred through an IH Social Worker or KGH Clinical Staff or request a referral at [www.joannashouse.com](http://www.joannashouse.com). Day use Guests must call JoeAnna's House to book a time to visit. **Day use is not currently available.**

JoeAnna's House management reserves the right to make decisions regarding the eligibility for initial, continued or repeat stays by any Guests, as well as room location and assignment.

## Can I bring my pet to JoeAnna's House?

The only animal allowed to stay at JoeAnna's House is a BC Certified Guide Dog or BC Certified Service Dog. These dogs require the proper certification through the Ministry of Public Safety and Solicitor General. Proper documentation is required prior to arrival. Dogs cannot stay at JoeAnna's House unsupervised at any time; it is the Guest's responsibility to care for and clean up after them.

## Where is JoeAnna's House Located?

We are located on the corner of Abbott Street and Royal Avenue. Follow 'H' signs, turn on Royal Avenue toward the Emergency entrance to the hospital; we are conveniently located at the end of the street just down from the Emergency Department.

## What does it cost to stay at JoeAnna's House?

Room Rate is \$25.00/night per family, no tax. We accept payment by cash, debit or credit card. Payment is required weekly and at the time of check out. All third party agency billing arrangements must be made with Management prior to the family checking in at JoeAnna's House.

## Can I book a room for a specific date?

Few families can know exactly when or for how long they will need to be in town and some will arrive right from a doctor's office or the Emergency Department in an emergent situation. Because of the wide variety of the nature of our Guests' situations we will not always know whether we have available accommodation. Room requests can be made at any time however, we can only guarantee a room 24 hours prior to arrival or immediately if required. If we are at capacity you will stay on the waitlist until a room becomes available.

Social Workers and/or Clinical Staff liaise with Management at JoeAnna's House as needed. A Referral Form is used by all stakeholders and is available at [www.joannashouse.com](http://www.joannashouse.com). If required an Employee or Clinical Staff member will work with the family member to fill out all pertinent information on the referral form. Applications will be treated with the utmost confidentiality.

## STAYING AT JOEANNA'S HOUSE

### CHECK IN

**Each and every time you enter JoeAnna's House you must remove your outdoor shoes; please bring indoor shoes or slippers with you. Once you have removed your shoes you will then wash or sanitize your hands prior to moving throughout the house.**

The doors are never closed at JoeAnna's House we always have an Employee on hand to receive and check you in. At check-in you will be presented with a Guest Release Form, Covid Contract, parking pass and key card. A short tour and orientation outlining JoeAnna's House policies and guidelines will follow. Allow 10-15 minutes to complete check in and orientation. In instances where the situation is emergent, we will allow for the orientation to take place at a later time so that you can go to be with your loved one.

Please ensure each adult has valid Government Issued photo ID. E.g. Driver's license, Passport or similar identification.

All Guests, Staff and Volunteers must be at least double vaccinated; a valid Vaccine Passport is required at check in.

Once you are registered, oriented and settled in, please feel free to come and go as needed; your key card will work on the parking lot door as well as your Guestroom. For security reasons Guests returning to the house after 10pm or prior to 6am will have to buzz in for an Employee to open the door.

Guests are responsible for ALL items that they bring into JoeAnna's House. JoeAnna's House does not cover loss or damage to Guest personal property or vehicle.

Incidentals such as toothpaste and toothbrushes are provided for Guests who may have arrived urgently or forgot something; please ask an Employee or Volunteer if there is anything you need. Alarm clocks are also available at reception.

### CHECK OUT

Before checking out Guests are asked to leave your room clean (remove garbage and recycling to the bins at the back door), place all soiled towels into the tub and strip your bed(s). Please remove personal items from the dresser, safe, fridge and pantry bins.

Please go to reception to **pay for your stay, return your room key card, parking pass and any other items you have signed out.**

Once you have returned home we will email you an online Guest Experience form to complete. It is very important for us to know what worked well or ideas you might have to make JoeAnna's House better for our future Guests. We would also like to know your story and appreciate it if we could share it either with your name attached or anonymously. Sharing personal stories helps the community understand the need families have and engages them to provide ongoing support for JoeAnna's House. It is through their support that we are able to continue to operate from year to year.

Check out time will be determined on a case by case basis. We may require you to vacate your room earlier in the day in order to prepare it for another Guest, or you may be able to stay in the room until later in the day if there is availability. In the event we ask you to vacate your room earlier than your departure time we will make every effort to provide the Quiet Room for the duration of your stay at JoeAnna's House.

In the event that the room will be unoccupied for more than one night Guests must properly check-out of the room and ask to be put back on the waitlist for the date of their return.

## WHAT JOEANNA'S HOUSE HAS TO OFFER OUR GUESTS

JoeAnna's House is open 24/7, 365 days a year and serves families from the many communities throughout the province of BC. We have 20 well appointed guest rooms, 3 of which are barrier free/wheelchair accessible. We offer a variety of amenities to help make our families feel as comfortable as possible. We are conveniently located steps away from Kelowna General Hospital and are in close proximity to Lake Okanagan, walking paths and parks. Our South Pandoosy shopping area is only blocks away and offers grocery shopping, restaurants and pharmacies. We are happy to provide you with a map and list of local services you may require during your stay.

### Common Areas

- Community Kitchen
  - Large, bright and fully equipped kitchen with 4 individual working stations
  - Shared fridges and freezer for families to use
  - Complimentary Coffee and Tea (**for Guests only**)
  - Personal Pantry Box
  - Community Pantry
- Comfortable Living Room
  - Fireplace
  - 65" TV and DVD player (for Special Events)
- Dining Room
  - Private Booths and Tables
- Work-Out Facility (must be 19 years of age or older to use)
- On-site Guest Laundry Room (no charge)
  - Laundry soap
  - Iron and Ironing Board
- Business Center with Computer
- **Free Wi-Fi - Password JoeAnna321**
- Children's Play Area
  - Games, Puzzles, Toys etc.
- Outdoor Areas - Seasonal
  - Patio with seating
  - BBQ Area
  - Children's Splash Area
- On-site Guest parking (no charge)
- Beach towels available on request
- High Chairs available on request
- Sewing Kit available on request
- Day Use
  - Private bathroom with shower (includes Shampoo, Conditioner, Soap and Hair Dryer)
  - Use of common areas including kitchen, living and dining rooms, laundry room and work-out facility

### Guest Rooms

- Several bed configurations, 2 queen beds or 1 queen bed and double sofa bed, etc.
- Bed side table
- Closet with room for storage of clothes
- Phone for local calls (Dial '0' to reach a JoeAnna's House employee, Dial '9' for an outside line)
- 49" TV
- Safe
- Private full bathroom
- Hair Dryer, Shampoo, Conditioner and Soap
- Playpens and toddler cots available upon request

# GUEST AGREEMENT AND JOEANNA'S HOUSE GUIDELINES

The following guidelines have been established to ensure Guests, Employees, Volunteers and Visitors are all made to feel safe, secure, respected and comfortable. We understand that first and foremost the family member(s) is here to support their loved one who is receiving medical attention at Kelowna General Hospital. However **JoeAnna's House operates with limited Employees and Volunteers so we must work together as One Big Family sharing the work load.**

Once checked into your room, it is your responsibility to keep it clean. Cleaning solution, rags and toilet brushes are located in each Guest bathroom and Guests are required to bring their garbage/recycle downstairs to the bin(s) at the end of the hall. The plastic cups provided can be brought to the kitchen, washed and exchanged as needed. A small vacuum and swiffers can be found in the closet in our Guest Laundry if your floor needs cleaning during your stay.

**Guest rooms are checked by an Employee or Volunteer twice each week to ensure they are being kept clean and orderly.** At this time, we will replace all out of stock amenities - toilet paper, facial tissue and soap products and we will exchange soiled bathroom and bed linens. Place bathroom linens in the bathtub; we will not replace items left hanging. Bed linens should be exchanged every two weeks at a minimum. Please strip only the fitted/flat sheets and pillowcases and our Staff will leave you clean ones to remake your bed with. Duvets, striped top sheets and pillow protectors will be replaced as needed. Please do not bring linens downstairs. If you need something exchanged outside of regular attending days our staff is happy to come remove and replace whatever item(s) you need.

**Management reserves the right to enter a Guest room at anytime if deemed necessary.**

## JoeAnna's House Employees & Volunteers

JoeAnna's House is staffed 24/7. The compliment of Employees at JoeAnna's House is a mixture of paid full-time and part-time Employees and Volunteers that are recruited, vetted, oriented and trained to service the Guests of JoeAnna's House in the best way possible. All Employees and Volunteers have completed and passed the Criminal Record Check as laid out by the Province of B.C. Criminal Justice Department. All Employees and Volunteers adhere to the policies, procedures, rules and regulations of JoeAnna's House just like the Guests. Please recognize that the Employees and the Volunteers are here to work with you!

## Tips, Gifts, Gratuities & Loans

Volunteers and Employees are not allowed to accept any compensation or rewards from individuals or agencies for their service. Employees and Volunteers cannot lend money or accept loans from Guests or agencies; families should never ask a Volunteer or Employee for a loan.

## In the event of a Fire Alarm

- 1) Evacuate JoeAnna's House immediately
- 2) Close any nearby windows or doors as you walk through JoeAnna's House to the exit
- 3) As you walk, direct and if possible, assist others to the **muster point in the parking lot**
- 4) Wait for the Fire Department to take over evacuation
- 5) Remain calm

## In the event of an Emergency

- 1) If there is an urgent situation where outside assistance is required **DIAL 911 immediately**
- 2) As soon as possible communicate the emergency to the Employee on duty or Volunteer

## Medical Care

Employees and Volunteers are not to perform or participate in any medical procedure or evaluation; in any event of emergency we will call 911. Employees and Volunteers are not able to assist anyone who has fallen or to get in or out of a wheelchair or high chair. In the event of a fall we will make the person comfortable and call 911 for assistance.

## First Aid Kit

Available at reception

## Sharps

If a Guest is required to use hypodermic needles for medical use please indicate to an Employee at the time of check in so we are able to supply you with proper disposal sharps containers. NEVER put your used hypodermic needles in the trash can or leave in the room where Hospitality Attendants or other Employees could sustain injury.



## **Parking**

There are a limited number of Guest parking spaces provided at the back of JoeAnna's House. A limit of one vehicle per family is permitted; oversized or recreational vehicles are not allowed. At the time of your arrival we will log your name, license plate #, make and model of your vehicle and issue you a parking pass. This pass is to remain on the dash of your vehicle at all times and be visible to Employees. Should the pass be lost or not visible and the vehicle cannot be identified as connected with a registered Guest, it will be towed. **There are no extra parking stalls, visitors must park on the street.**

## **Hand Washing**

**You must wash your hands every time you enter the house as this is the single most effective way to prevent the spread of infections. "Good" hand washing techniques include using an adequate amount of soap, rubbing hands together to create friction, and rinsing under running water. Please also wash your hands properly before and after working in the kitchen.**

## **Kitchen/Dining Room**

JoeAnna's House operates under a shared-kitchen premise. This type of operation works well for Guests that are coming and going at all hours. Guests are encouraged to co-operate and respect the space and property of others in JoeAnna's House. JoeAnna's House is well equipped with four full cooking stations and the tools needed to prepare and serve meals. You are able to help yourself to items in the **Community Fridge and Pantry**; each family has their own designated **Pantry Box** to store personal items. All items in the fridge/freezer must be labeled with your room number and the date; labels are available in the kitchen. There are smaller fridges specifically for breast milk and medications; again all items must be labeled with the date and your room number.

Guests are asked to clean up after cooking, eating and consuming beverages; this includes but is not limited to cleaning of counter surfaces, the cooking areas and sanitizing dining areas. Dishes must be washed and put into the bus bins which are available beside the sinks. KNIVES and other sharp objects must never be left in a sink or unattended on a countertop.

**All food and beverages (except water) must be consumed in the kitchen and dining areas only.**

**We are NOT a gluten free or nut free environment.** Should you have a severe allergy please notify an Employee during the check-in process. We will post an appropriate memo in the kitchen, cooking areas and pantry.

## **BBQ - Seasonal**

There is a gas BBQ located on the patio just off the kitchen; please follow the instructions to light and use the BBQ. Please scrape and clean the BBQ after use so that it is ready for the next family.

## **Supervision of Children**

Guests with children 18 and under must provide appropriate and responsible supervision for children at ALL times. JoeAnna's House does not supply supervision or child care services. Teenage children must also be supervised and cannot be left in JoeAnna's House alone or to care for siblings. **Children 3 and under should be in arm's reach of an adult at all times as we are not a childproof friendly environment.**

## **Children's Play Area**

Our play area is specifically created to engage children with the many toys, books and puzzles available. We ask that items are not removed from the play area. It is the parent's responsibility to ensure the play area is tidied when their children are done playing.

## **Laundry Room**

We ask that you do not leave laundry unattended and **please remove all of your belongings from the washer and dryer as soon as your loads are finished** so that others can use the machines. It is to your benefit that someone else NOT handle your laundry as JoeAnna's House is not responsible for items that go missing.

## **Living Room**

The living room is for all guests to share. Please do not sleep, lie down or put your feet up on the furniture in the living room area. **Food and drinks are not allowed in this area.**

## **Quiet Hours**

From 10:00 pm - 7:00 am, 7 days a week. Loud or disruptive behavior is not permitted at any time. Please take special care to be respectful of other Guests need for rest or quiet time during quiet hours.

### **Work-Out Facility**

Guests are able to access the work-out facility with their Guest room key card; children under the age of 18 are NOT allowed to access the exercise equipment. Hours are from 6:00 am to 10:00 pm daily. Please be respectful of others work out time as this room is a wonderful asset to our amenities and is here to help Guests alleviate their stress. Food and drinks (other than water) are not allowed in the work-out facility. Please look for and follow the rules posted inside the work-out facility.

### **Business Center**

We have a shared computer for our Guests to use to check or send emails or look up important information. We are happy to assist you with faxing and printing as long as it does not exceed 5 pages. Should you require more printing we can direct you to other local services in the area to assist you with your needs. Please be respectful of others and use this computer for its intended purpose. If someone is waiting to use the computer we ask that you limit your time and communicate to them when it will be available.

### **Wi-Fi**

Wi-Fi is available throughout JoeAnna's House to accommodate internet needs. To ensure internet services remain available to all Guests please do not use programs where permission has not been granted. Use of programs that allow illegal use of copyright materials are strictly prohibited. Please sign onto **JoeAnna's House – Guest, the password is JoeAnna321**

### **Lost & Found**

We will make every effort to determine who a lost article belongs to; if we are unable to find the owner we will keep it for 30 days.

### **Candles/Open flame**

Sensitive smoke detectors are located in all areas of JoeAnna's House; candles or any other open flame are prohibited.

### **Dress Code**

Please maintain an appropriate dress code at all times in the common areas in JoeAnna's House. We have created a home environment for everyone therefore being fully clothed and wearing shoes or slippers is required. Individuals refusing to comply with the established dress code shall be asked to remedy the situation or leave the premises.

### **Scent Free**

We ask that you refrain from strongly scented body lotions, perfumes or air fresheners that may affect those who have either respiratory issues or allergies. Please be aware that Kelowna General Hospital is also scent free.

### **Phone Calls**

Anyone calling into the main switch board is required to give the name of the registered Guest before being transferred to the Guest phone extension. We will not screen callers for Guests.

### **Security/Security Cameras**

For everyone's safety the doors at JoeAnna's House are locked 24/7. Do not prop these doors open; if assistance is required please ask an Employee or Volunteer for help. Please be aware that there are security cameras located in all common areas inside JoeAnna's House as well outside at all entrances. Key cards are disabled between 10:00 pm and 6:00 am; Guests will be expected to buzz in.

### **Visitors/Deliveries – Visitors are not currently allowed**

Guests are allowed to have Visitors; please arrange to meet them upon arrival at the parking lot door and visit with them in the common areas of JoeAnna's House as Guest rooms are for Guests only. Please notify an Employee when you are expecting a Visitor. Visitors are required to park off site and sign in and out at the reception desk so that Employees are aware of who is in the house, especially in the event of an emergency. **There is a limit of 2 Visitors for any one family at a time. Visitors are asked to limit their stay to 1 hour and all Visitors are to leave the premises by 8:00 pm. As a Guest at JoeAnna's House you are responsible for your Visitors at all times.** All Visitors must abide by JoeAnna's House Guidelines as laid out in this handbook. If Guests are awaiting a delivery please ask them to meet you at the parking lot door.

## **Illness/Flu Shot**

Guests who are exposed to a communicable illness (Covid) or disease and Guests who are feeling sick with a cough, flu symptoms, fever, diarrhea and/or vomiting should follow these guidelines:

- Notify an Employee immediately if you or anyone in your family is feeling sick
  - Self-isolate within your room as quickly as possible and
  - Follow our Covid-19 Guidelines for Guests
- Visitors who appear to be ill will not be permitted to visit JoeAnna's House
- **WASH YOUR HANDS, WASH YOUR HANDS, WASH YOUR HANDS**

It is advisable to make sure you are not exposing your family member or anyone else in the hospital with your illness or that you are not exposing anyone in JoeAnna's House unnecessarily.

All JoeAnna's House Employees, Volunteers and Guests must be at least double vaccinated and wear a mask upon entry to the house and in all common areas unless seated at a dining room table.

## **Abuse**

At JoeAnna's House we have zero tolerance for inappropriate language, bullying, aggression, physical or verbal threats. Abuse will not be tolerated by a Guest or Visitor towards an Employee, Volunteer or other Guests. If a Guest feels threatened by another Guest or Visitor notify an Employee immediately and if necessary we will call 911. If deemed necessary the Guest and/or Visitor will be asked to vacate the premises immediately.

## **Property Damage/Theft**

Should a Guest or Visitor cause damage to the property or if theft should occur, the Guest will be asked to reimburse JoeAnna's House for missing or damaged furnishings, linens or towels. Should damage accidentally occur please notify an Employee as soon as possible.

## **Prohibited Items**

- **Smoking/Cannabis/Alcohol/Illegal Drugs**  
The use of any tobacco products, e-cigarettes, cannabis products (whether for medical purposes or recreational use), alcoholic beverages, illegal drugs is not permitted anywhere within JoeAnna's House or on the property.

Evidence of any of the above items being used in guestrooms, bathrooms or any other part of JoeAnna's House, inside or out, may lead to you being asked to leave the premises. Charges will apply for special cleaning if required.

- **Weapons**  
All weapons are strictly prohibited anywhere on JoeAnna's House property. Should any be discovered, the proper authorities will be called and you will be asked to leave the premises immediately.

## **Social Media**

Employees and Volunteers are not able to accept a request from a family to personally be friends on social media, nor should they ask a family member to accept a friend request. We would like to invite you to follow/like JoeAnna's House at

<https://www.facebook.com/joannashouse/>.

The KGH Foundation social media channels are:

Facebook - <https://www.facebook.com/kghfoundationkelowna/>

Instagram - [https://www.instagram.com/kgh\\_foundation](https://www.instagram.com/kgh_foundation)

Twitter - <https://twitter.com/kghfoundation>

LinkedIn - <https://ca.linkedin.com/company/kgh-foundation>

Please be aware that for confidentiality reasons Guests, Employees and Volunteers are not permitted to post photos from within or outside on the property of JoeAnna's House on any social media platform that include images of Guests unless prior permission has been granted.

## **CONFIDENTIALITY/RELEASE OF LIABILITY/CONSENT - GUEST RELEASE FORM WILL BE SIGNED DURING REGISTRATION**

### **Confidentiality**

Each individual who comes to JoeAnna's House is required to respect the rights to privacy surrounding each Guest(s) situation. We are committed to and legally bound to protect a Guest and/or Patient's privacy and ensure confidentiality. During your time as a Guest at JoeAnna's House, it is possible that personal or other confidential information may be overheard or viewed; you understand that any such information obtained will be kept strictly confidential. By signing this document, you agree not to disclose or seek any confidential information that has come to your attention in verbal, written or computerized form concerning a Patient, Guest, Employee or Volunteer of JoeAnna's House and the KGH Foundation and you understand that photography/videography of Employees, Volunteers or other Guests is prohibited without their written consent.

### **Release of Liability**

By signing below, I release and forever discharge and hold harmless JoeAnna's House and the KGH Foundation from any and all liability, claims and demands of whatever kind or nature, either in law or in equity, resulting from my role as a guest at JoeAnna's House. I understand and acknowledge that this release discharges JoeAnna's House and the KGH Foundation and their events from any and all liability or claim with respect to any and all injury, disability, death or loss, or damage to person or property that may result during my stay at JoeAnna's House. I express my understanding and intent to enter into this release or liability willingly and voluntarily.

### **Consent**

JoeAnna's House asks that you grant permission to the KGH Foundation and its affiliates and sponsors to use of any photographs, motion pictures, recordings involving you or any other record for any purpose including, but not limited to, promoting, advertising and marketing purposes.

## **PRIVACY POLICY – PERSONAL AND FINANCIAL INFORMATION**

The Employees at JoeAnna's House are responsible for any personal information they collect or use. Management is responsible for implementing policies and procedures to protect personal information. Any and all personal information gathered by JoeAnna's House Employees will be kept in confidence, in accordance with the Personal Information Privacy Act requirements.

JoeAnna's House collects personal information for the following purposes:

- To better determine family members' needs and eligibility to stay
- To meet the needs of the family during their stay
- To receive or arrange for payment
- To allow for effective administration and support for its policies for JoeAnna's House
- To utilize contact information and permission to inform Guests about upcoming activities, JoeAnna's House events, fundraisers, meetings, campaigns or initiatives. Guests can also choose to NOT have any further communication with JoeAnna's House

For Foundation Employees - information collected may/or may not, at the discretion of the Guest, be used for the following purposes:

- To gather stories that will give JoeAnna's House the opportunity to engage the public regarding information about Guest stays and its program
- To promote donations
- To establish and maintain a client base and history

All credit, debit card or other financial information collected is stored securely within Kelowna General Hospital Foundation financials and within the software program used solely by the Management of JoeAnna's House. JoeAnna's House uses the information only for the purposes indicated in the above information and does not retain card or third party billing information for each Guest.

JoeAnna's House does not collect, use or disclose your personal information without your permission or that of a third party payer, unless otherwise notified by writing, permission either verbally or electronically. By receiving and reading this document it is deemed that you are giving your permission to collect, use and disclose of your personal information for the purposes set out in this Privacy Policy.

## ABOUT THE KELOWNA GENERAL HOSPITAL and the KGH FOUNDATION

### History of Kelowna General Hospital

Kelowna General Hospital was founded on philanthropy. It opened in 1908, on land donated by the Kelowna Land & Orchards (KLO) Company, with just 19 beds and has grown exponentially to meet the needs of an ever-expanding community.

With the state-of-the-art Interior Heart & Surgical Centre, psychiatry units for youth and adults, updated medical inpatient unit in the Centennial Building, enhanced laboratory and clinical departments in the Dr. Walter Anderson Building, a world-class maternity ward, and an academic campus that serves as a satellite for the University of British Columbia Medical School, KGH has become one of BC's leading healthcare centres.



The Interior Health Authority provides the highest level of medical care ever seen in the Interior in an integrated critical care facility supported by a full range of clinical supports closer to home and loved ones.

### KGH Foundation

The KGH Foundation was established in 1978 to support the growing demand by local philanthropists to close the gap between the provincial standard and what is possible in the delivery of advanced medical care in the southern interior.

We are the lead fundraising organization for the Kelowna General Hospital and its associated care facilities, JoeAnna's House and the Central Okanagan Hospice House. We all will face a medical emergency or serious illness at some point in our lives.



And when we do, access to state-of-the-art medical facilities and the highest quality patient care is the difference; a promise of hope, relief, comfort, and peace in the face of the unknown. Together with our donors, through partnership, structured investment and imagination, we build the foundations for change and world-class health care right here at home.

## From the foundation up, together, we build excellence.

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