



# Patient and Family Orientation for the Duarte Campus

Patient, Family and Community Education

Sheri & Les Biller Patient and Family Resource Center

Department of Supportive Care Medicine

[CityofHope.org/PatientOrientation](https://www.cityofhope.org/PatientOrientation)





## Section 1

Slides 4 to 13

How to Get the Most From Your Care

## Section 2

Slides 14 to 26

Patient and Family Support Services

- Shari & Les Biller Patient and Family Resource Center
- Supportive Care Medicine

## Section 3

Slides 27 to 35

Get to know the Duarte campus

## Section 4

Slides 36 to 43

Services, Amenities and Resources

- Resources
- Places to Eat, Healing and Meditation Gardens

# Welcome to City of Hope

Visit [CityofHope.org/PatientOrientation](https://www.cityofhope.org/PatientOrientation)

[Download the Patient and Family Orientation slideshow](#)



(800) 826-HOPE (4673)

# Patient and Family Centered Care



Committed to patient  
and family-centered care



Treating the whole person,  
supporting practical and  
emotional needs



National Cancer  
Institute-designated  
comprehensive  
cancer center





## Section 1

# How to get the most from your care

Your Health Care Team

What a Typical Appointment  
Looks Like

Where to Check In

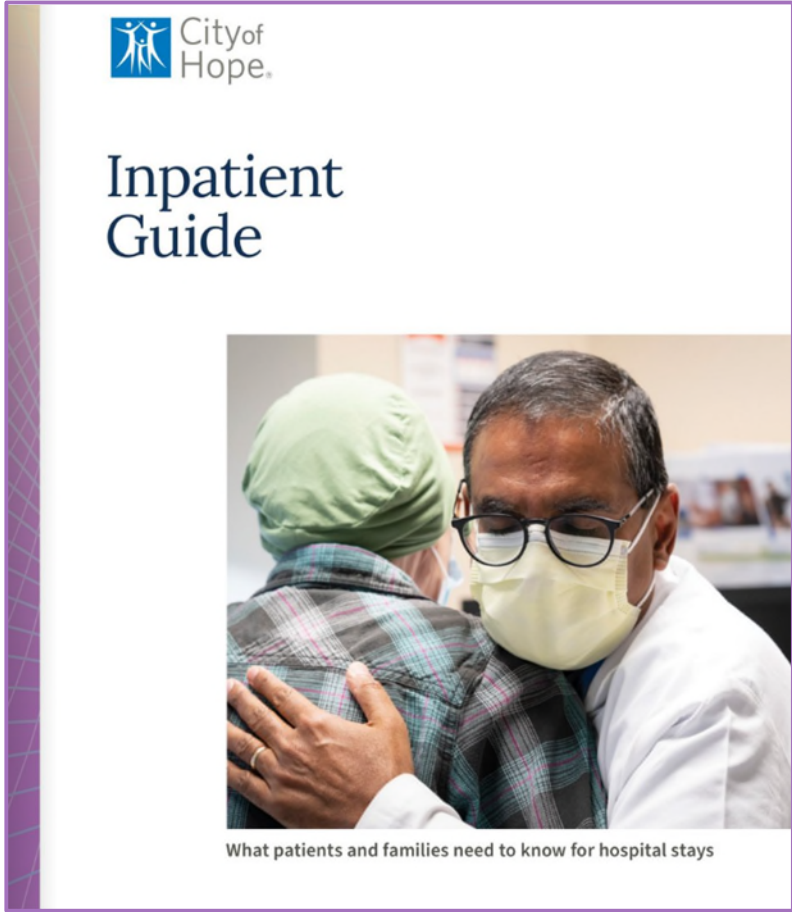
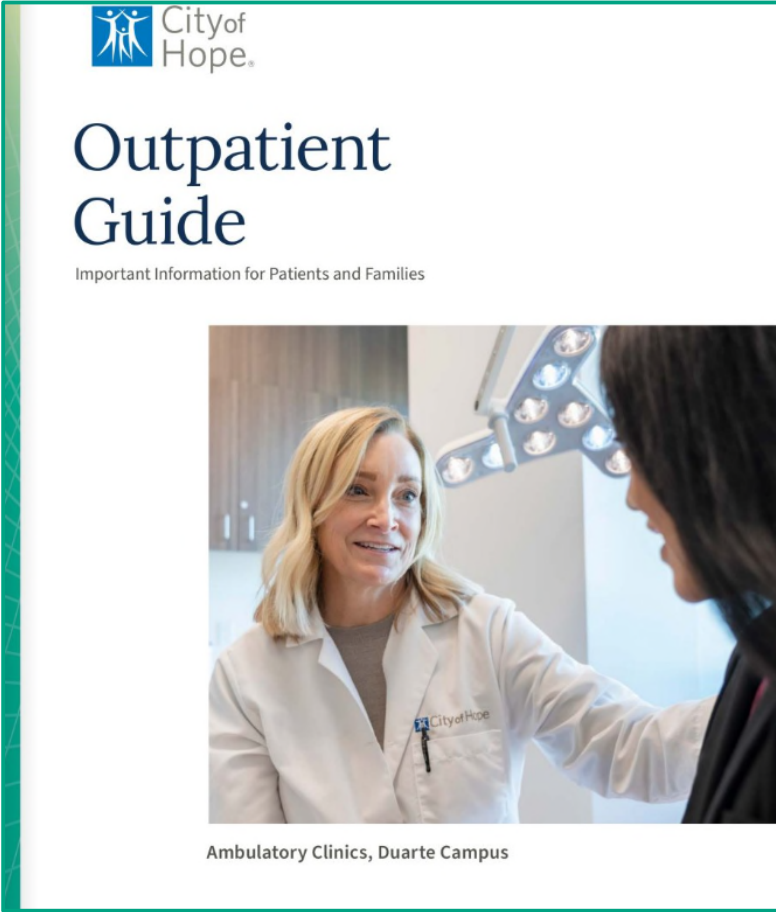
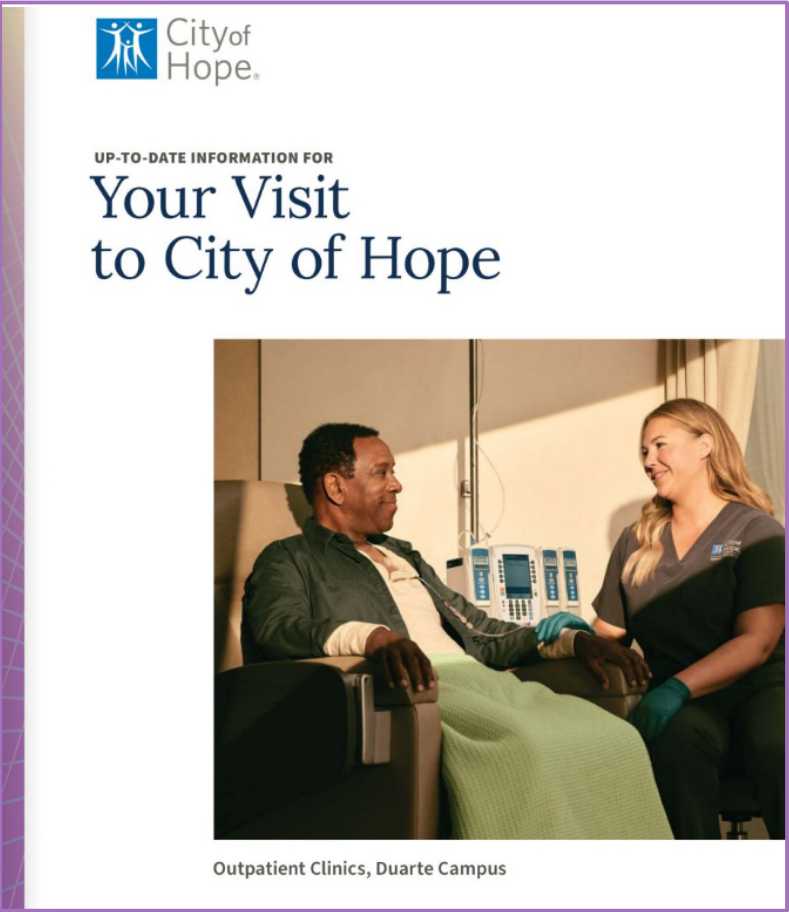
Talking With Your Health Care Team

Financial Support Services and Billing

24-Hour Help Line Nurse Triage Call Center



# Outpatient and Inpatient Guides



Visit [www.cityofhope.org/locations/los-angeles/patients-and-visitors](http://www.cityofhope.org/locations/los-angeles/patients-and-visitors)



# Who Is Your Health Care Team?

- Medical oncologists
- Surgical oncologists
- Hematologists
- Radiation oncologists
- Hospitalists and Nocturnists
- Other specialists

Doctors — lead the health care team



- Nurse practitioners
- Nurse coordinators
- Outpatient nurses
- Bedside nurses
- Case managers
- Other specialty nurses

Nurses — front line care providers



- Supportive and Palliative care physicians
- Nurses
- Pain specialists
- Clinical social workers
- Psychologists and psychiatrists
- Patient navigators
- Child life specialists
- Integrative Oncology specialists

Supportive Care — help you cope, improve quality of life



- Dietitians – Clinical nutrition
- Rehabilitation — Physical therapists
- Occupational therapists, etc.

Other team members



## You and Your Family



# What Your Appointments May Look Like

## Check-In

Check in for each appointment at the registration desk in your clinic

## Labs and Imaging

Labs and Imaging completed before your appointment if requested by your care team

## Clinic Check-In (Appointment)

Check in at your clinic appointment location in the assigned clinic location

## Treatment (As needed)

## Schedule Follow-up Appointment

Schedule your follow-up appointment at the scheduling desk inside or outside the clinic appointment location

## Helpful Planning Tips for Your Visit

You may spend many hours at City of Hope. Please come prepared. Bring these important items with you:



Wear comfortable clothes and shoes



Bring a book or magazine



Bring an iPad or tablet



Bring snacks and water



Insurance card (s), including Medicare, Medi-Cal



Insurance copay, if you have one



List (or bottles of) medications

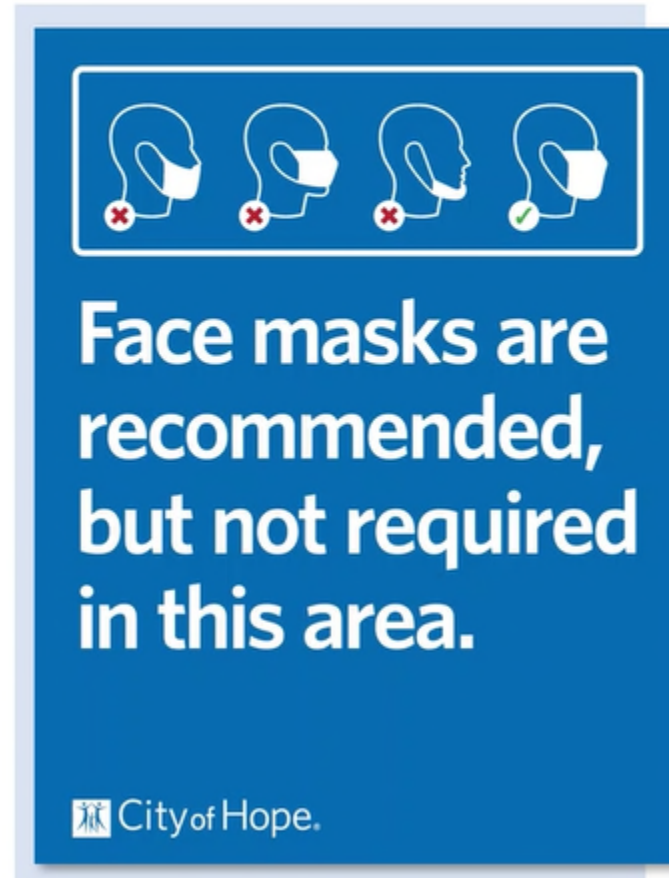
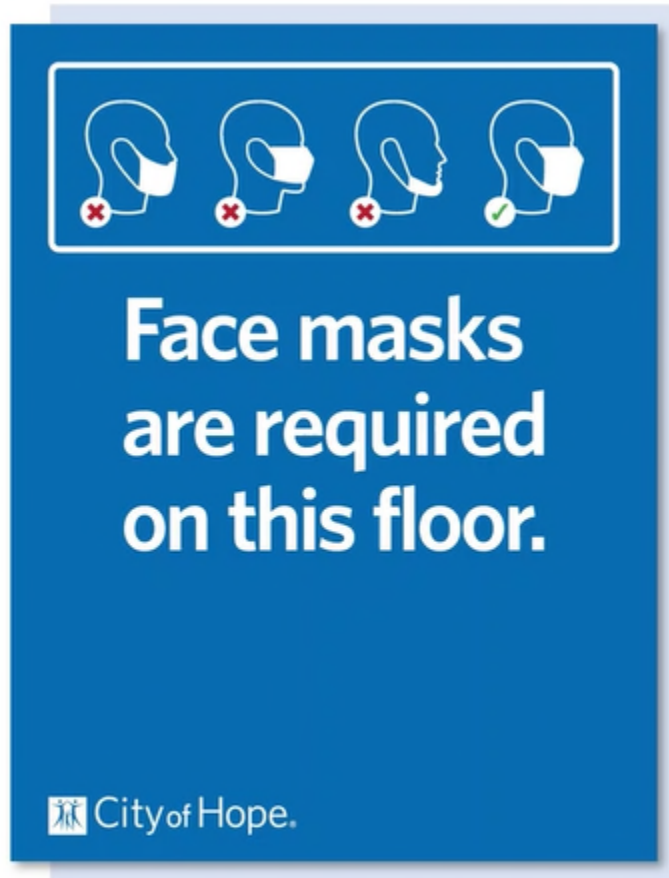


Valid Photo Identification



(800) 826-HOPE (4673)

# Mask Policy: Updates and Signs



## Mask Policy:

### Masks Required:

- 1<sup>st</sup> & 3<sup>rd</sup> Floor Brawerman
- Helford
- East Hospital
- Hematology/Infusion areas
- Elevators

### Masks Recommended:

- 2<sup>nd</sup> Floor Brawerman
- Cafeteria
- Library



# Making Your Voice Heard:

## Communicating With Your Health Care Team

### Bring a list of concerns and questions

- What are the risks and benefits of the treatment?
- What are possible short- and long-term side effects?
- How often will I receive treatment?
- How long will each treatment last?
- What is the recovery time?

### Take notes and write down the answers to your questions

### Bring someone with you

### Speak up if you don't understand something

### Repeat back or paraphrase what you heard, "So I hear you saying..."

## fact sheet

  
**CANCERcare**  
800-813-HOPE (4673)  
info@cancercare.org  
www.cancercare.org

## DOCTOR, CAN WE TALK?: TIPS FOR COMMUNICATING WITH YOUR HEALTH CARE TEAM

Talking to your doctor can be difficult. Regardless of your diagnosis, hearing about it may leave you feeling frightened or overwhelmed. Good communication with your doctor will help improve the quality of the care you receive.



### WAYS TO IMPROVE COMMUNICATION WITH YOUR HEALTH CARE TEAM:

#### **Remember that you are the consumer.**

As a patient, it is important to remember that you are a consumer of health care. The best way to begin making difficult decisions about health care is to educate yourself about your cancer and who is on your health care team, including nurses, social workers and patient navigators.

#### **Start a health care journal.**

Having a health care journal or notebook will allow you to keep all of your health information in one place. You may want to write down the names and contact information of the members of your health care team, as well as any questions for your doctor. Keep a diary of your daily experiences with cancer and treatment. You can separate your journal or notebook into different sections to help keep it organized.

#### **Prepare a list of questions.**

Write down your questions and concerns about your illness and treatment before your next medical appointment. Write down the most important questions or concerns first. This way, you won't forget to ask about something that was important to you. Remember to try and make your questions specific and brief, as your doctor may have limited time. Once you're at your appointment, ask your most important questions first.

#### **Bring someone with you to your appointments.**

Even if you have a journal and a prepared list of questions or concerns, it is always helpful to have support when you go to your appointments. The person who accompanies you can serve as a second set of ears. He or she may also be able to think of questions to ask your doctor or remember details about your symptoms or treatment that you may have forgotten.

#### **Write down your doctor's answers.**

Taking notes will help you remember your doctor's responses, advice and instructions. If you cannot write down the answers, ask the person who accompanies you to do that for you. If you have a mobile device, you can use it to take notes as well. Writing down notes will help you when you need to review the information at a later time.

#### **If your doctor allows it, record your visit.**

Recording your conversation with your doctor gives you a chance to hear specific information again or share it with family members or friends.

## Make sure you understand your next steps:

- Scheduling follow-up appointments
- Making decisions regarding your treatment
- Filling new prescriptions



# With MyCityofHope, you can:



Request appointments.



Ask for prescription refills.



Access most test results.



Send a message to your care team.



Pay bills online.



Connect to Hope Virtual (televideo) appointments.



Give friends and family access.



Request, download or send your medical records.

## Patient Portal Workshops

### ZOOM WORKSHOPS

MONDAYS | 12:30 to 1:30 p.m. PT

CityofHope.zoom.us

Meeting ID: 973 1915 0454

Password: 603547



Register at [CityofHope.org/PatientPrograms](https://CityofHope.org/PatientPrograms), or scan the QR code on your mobile device to register.



## How do I sign up?

1. Find your activation code on the After Visit Summary (AVS).
2. **Visit MyCityofHope.org**
  - Click the “New User Sign Up” box.
  - Enter activation code.
  - Follow the steps to complete your registration.

**Help Desk (844) 777- 4673**



Scan the QR code on your mobile device.

# Partners in Safe Care: Patient Safety

## Take an active role in your care:

- Find out more about your condition and treatment.
- Ask questions and use reliable sources.

## Learn ways you can help keep your care safe:

- **“Expect to Check:”** Be properly identified.
- Medication safety: Know how to take them.
- Hand hygiene: Prevent the spread of infections.
- Prevent falls: We ask that you help us.

## Report concerns about care, treatment, services or safety to:

- Your doctor, nurse or social worker, or call a Patient Advocate at **(626) 218-2285**



Be a Partner in  
Safe Patient Care

Find patient and family education and resources  
at the Sheri & Les Biller *Patient and Family  
Resource Center.*

# Financial Clearance Specialist, Insurance and Billing

## Financial Support Services

- They answer insurance and financial questions **before** treatment or service has occurred.
- Financial counseling
- Questions regarding insurance coverage
- Cost estimates for upcoming services
- Charity care screening

## Billing Department

- They answer payment or other questions about your City of Hope bill **after** the treatment or service.



**Financial Specialist**

(626) 218-9201



**Financial Counselor**

(844) 936-4673



**Patient Business  
Services**

(866) 268-4673

## Financial Counselors Assigned by Service Type

(Located at the Duarte campus or Southern California)

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**Veronica Torres, ext. 88279**

(Breast, Gynecology, Plastic Surgery)

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**Erika Velasco, ext. 85086**

(Diagnostic Radiation, Genetics, IR, Pediatrics, Lung, Thyroid, New Radiation Oncology, Survivorship, Urology)

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**Mercie Charon, ext. 88193**

(Brain, Colon, Rectal, Gastrointestinal (GI), Liver, Neurology, Oncology, Pancreatic, Melanoma, Supportive Care)

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**Monica Rojas, ext. 88415**

(Head and Neck, Lung/Thoracic, GI/GOS, Musculoskeletal, Orthopedic, Neurology, Prostate)

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**Sofia Galindo, ext. 85545**

(Hematology 1-2-3, Cardiology, Diabetes, Endo, GI, Nephrology, Infectious Disease, Foot Surgery)

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**Virginia Trigueros, ext. 88416**

(Dermatology, Hematology 4-5-6-7)

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**Melissa Williamson, ext. 85313**

Upland location

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**Javier Cervantes, ext. 88343**

Corona location

# Whom Do I Call at Night or on Weekends?

## Nursing Triage Call Center

(626) 218-7133 

### Call 911 for:



- **A life-threatening emergency**
- Severe chest pain
- Difficulty breathing
- Poisoning
- Uncontrollable bleeding
- Signs of shock — rapid pulse, cold/pale/clammy skin, confusion, rapid breathing
- Unconsciousness or nonresponsive
- Serious injuries or burns

### Call Triage Nurse for:



- High fever (**100.4 F** or higher)
- Nausea, vomiting or diarrhea that is not controlled by your medications
- Uncontrolled pain
- Problems with your VAD (venous access device) or PICC line
- Any health problem where you were told to call City of Hope
- Nonurgent health problems
- Help with self-care procedures
- Bleeding

### If you go to a hospital emergency room:

- Tell them you are a City of Hope patient
- Call your City of Hope doctor after discharge



Urgent  
ETC



Triage nurses may tell you to come to the **Evaluation and Treatment Center (ETC)**  
Located in the Brawerman Center **1A** clinic

## Section 2

Patient and Family Support Services,  
Programs and Resources

Biller Resource Center  
Department of Supportive Care Medicine



# Sheri & Les Biller Patient and Family Resource Center



Library of cancer information and resources

Educational classes and support groups in person and virtually

Business Center: computers, internet, free Wi-Fi

Monday through Friday, 8 a.m. to 5 p.m.



Call the Biller Patient and Family Resource Center



Visit [cityofhope.org/billerpatientandfamilycenter](https://cityofhope.org/billerpatientandfamilycenter) for current class and support group schedules

Adolescent and Young Adult (AYA) Program Support Group

All About Wigs

Arts Program

Assistance with Resources

Caregivers Connect

Caring About Patient Education (CAPE)

Chair Yoga

Chronic Lymphocytic Leukemia Patient and Caregiver Class

Couples: Essential Skills for Overcoming the Challenges of Cancer Together

Gentle Yoga

Guided Meditation

HCT Discharge Planning Class for Caregivers

Living with Metastatic Breast Cancer Support Group

Medicare and Medi-Cal Workshop

Prostate Cancer Support Group

Qigong for Vitality

Scalp Cooling & Scalp Care Workshop

Sex, Cancer and Your Body

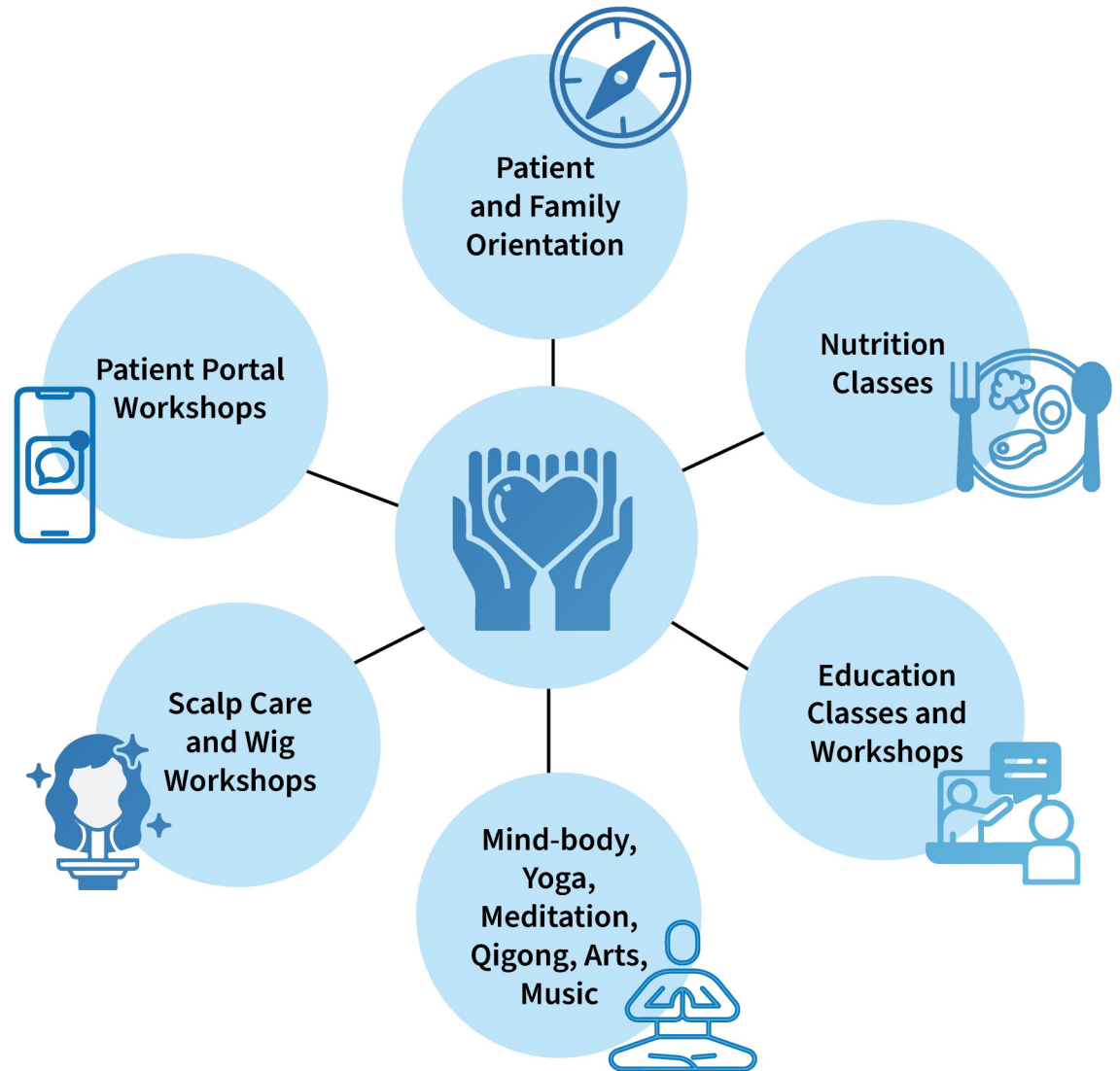
Tobacco Cessation Support Group



# Patient and Family Support Programs

Virtual and open to all City of Hope® patients and families

Visit [cityofhope.org/patientprograms](https://cityofhope.org/patientprograms) to register for education workshops, mind-body therapies and support groups.



# The Supportive Care Team



## Open – No Referral

Patient Navigators

Clinical Social Workers

Farouk Shami Positive Image Center

Spiritual Care Services

Biller Patient and Family Resource Center

Interpreter Services

Volunteer Services



## Need a Physician Referral

Clinical Supportive Medicine

Pain Clinic (Interventional Pain)

Child Life Services

Psychology

Psychiatry

[CityofHope.org/SupportiveCare](https://www.cityofhope.org/supportivecare)

# Support and Counseling: Clinical Social Workers

## Counseling and problem solving

- Adjustment to illness
- Coping skills
- Stress management and resources
- Grief and bereavement counseling

## Help with practical issues

- Help with advance directive
- Disability and Paid Family Leave
- Goals of care conversations



Stop by the Clinical Social Work office

Every patient has a  
clinical social worker as  
part of care team



(626) 218-2282

[CityofHope.org/clinicalsocialwork](https://CityofHope.org/clinicalsocialwork)



# Advance Care Planning: Advance Directive

## What is an advance directives

- A written form that tells your family and health care team what you want if you can't speak for yourself

## It lets you choose

- A medical decision maker to speak for you
- The kind of medical treatment you want or do not want

## Making an advance directive

- Talk with family ahead of time.
- Use the booklet "Advance Directive All In One Guide."
- Contact your clinical social worker, or call **(626) 218-CARE (2273)**

## Free Notary Services for Advance Directives

Monday to Friday, 11 a.m. to 2 p.m.

Spanish and Chinese Notary available by appointment only.

Find advance directive forms in many languages at the Biller Patient and Family Resource Center

## California Advance Health Care Directive

This form lets you have a say about how you want to be cared for if you cannot speak for yourself.

This form has 3 parts:

### Part 1 Choose a medical decision maker, Page 3

A medical decision maker is a person who can make health care decisions for you if you are not able to make them yourself.

They are also called a health care agent, proxy, or surrogate.

### Part 2 Make your own health care choices, Page 6

This form lets you choose the kind of health care you want. This way, those who care for you will not have to guess what you want if you are not able to tell them yourself.

### Part 3 Sign the form, Page 11

The form must be signed before it can be used.

You can fill out Part 1, Part 2, or both.

Fill out **only** the parts you want. Always sign the form in Part 3.

2 witnesses need to sign on Page 12, or a notary on Page 13.

Your Name



Copyright © The Regents of the University of California, 2016 [www.prepareforyourcare.org](http://www.prepareforyourcare.org)



# Patient Navigators: Specialized Assistance

## Personalized guidance, information and support

- Help with coordinating multiple appointments
- Problem solving
- Assistance navigating the hospital system
- Reduce barriers to care

## Contact a patient navigator



(626) 218-CARE (2273)

[CityofHope.org/patientnavigators](https://CityofHope.org/patientnavigators)



# Spiritual Care: Mind, Body and Spirit

## What do our chaplains do?

- Listen and support
- Counseling
- Address spiritual and religious concerns
- Give sacraments and religious information
- Connect you to resources for all faiths/religions in your community
- Let your doctor or nurse know that you want to speak with a chaplain.

## Contact a chaplain



(626) 218-3898  
[CityofHope.org/SpiritualCare](http://CityofHope.org/SpiritualCare)



**Chaplain Rev. Fr. Okey "Jude" Uche, Ph.D., M.A., BCC**



**Chaplain Khurram K. Ahmed, M.A., M.Div.**



**Chaplain Jonathan Timothy Stoner, M.Div.**



**Chaplain Misty Wise, M.Div.**

# Patient Resource Coordinators



Financial assistance (as available)



Transportation



Health care referrals



Food banks



Housing resources



Other resource needs



(626) 218-5461



[resourcecoordinators@coh.org](mailto:resourcecoordinators@coh.org)



Looking for Resources  
to Help You While  
in Treatment?

## CITY OF HOPE'S PATIENT RESOURCES COORDINATOR CAN PROVIDE INFORMATION ON:

- Transportation
- Supplemental Security Income
- Housing
- Community mental health services



## Transportation Resources

### CITY, COUNTY AND STATE GOVERNMENT AGENCIES

These agencies can arrange for low-cost or free local transportation for people who are disabled and meet income criteria.

For more information on these services, please contact 211.

### HEALTH INSURANCE

### ACCESS TRANSPORTATION

949-724-7433

ACCESS applications for Los Angeles County are available in the Sheri & Les Biller Patient and Family Resource Center and Clinical Social Work office. They can also be found online at <https://bit.ly/2PAit8m>.

#### To apply for ACCESS:

- 1) Call Customer Service for your county and let them know that you have reviewed the application and need an identification (ID) number.

Los Angeles County  
TDD 800-827-0829,  
800-827-1359

# Interpreter Services

Interpreters are provided through:

- Live face-to-face
- Over the phone
- Video remote interpreting

Contact Interpreter Services



- (626) 218-8024
- [interpreter@coh.org](mailto:interpreter@coh.org)





# Farouk Shami Positive Image Center <sup>SM</sup>

## Services and Education

- Complimentary haircuts and head shaves
- Custom wig fittings, wigs and cuts
- pre/postmastectomy fittings
- Scalp treatment
- Head wrap and scarf tying techniques
- Workshops and classes

## Products: Intimate boutique space to shop for

- Radiation creams and lubrication oils
- Cosmetics and skin-care products
- Postmastectomy bras and camisoles
- Wigs, hats, head wraps and scarves
- Sleep caps, beanies, turbans and bandanas
- Lymphedema sleeves
- Eyebrow makeup kits

Private consultations with oncology-trained licensed cosmetologists

Visit us in the Southeast Ambulatory Clinic on the Duarte campus

Monday to Friday, 8 a.m. to 4:00 p.m.

Walk-ins are always welcome!

Visit [cityofhope.org/positiveimage](http://cityofhope.org/positiveimage)

Call (626) 218-3842 to make an appointment



Scan the QR Code on your mobile device



# Reliable Websites with Up-to-Date Information

## City of Hope

### [CityofHope.org/LifeDuringTreatment](http://CityofHope.org/LifeDuringTreatment)

- Information on treatments and diagnoses
- Online educational classes
- City of Hope clinical trials search engine

## American Cancer Society

### [cancer.org](http://cancer.org)

- Transportation and lodging assistance
- Over the phone education classes
- Online support groups

## Cancer Legal Resource Center

### [thedrlc.org](http://thedrlc.org) or (866) 843-2572

- Health insurance, government benefits
- Time off work, disability
- Estate planning
- Free, confidential, one-on-one consultations

## Cancer Care

### [cancercare.org](http://cancercare.org)

- Online and phone educational workshops and support groups
- Financial assistance for medications, home care, transportation and childcare

## National Cancer Institute

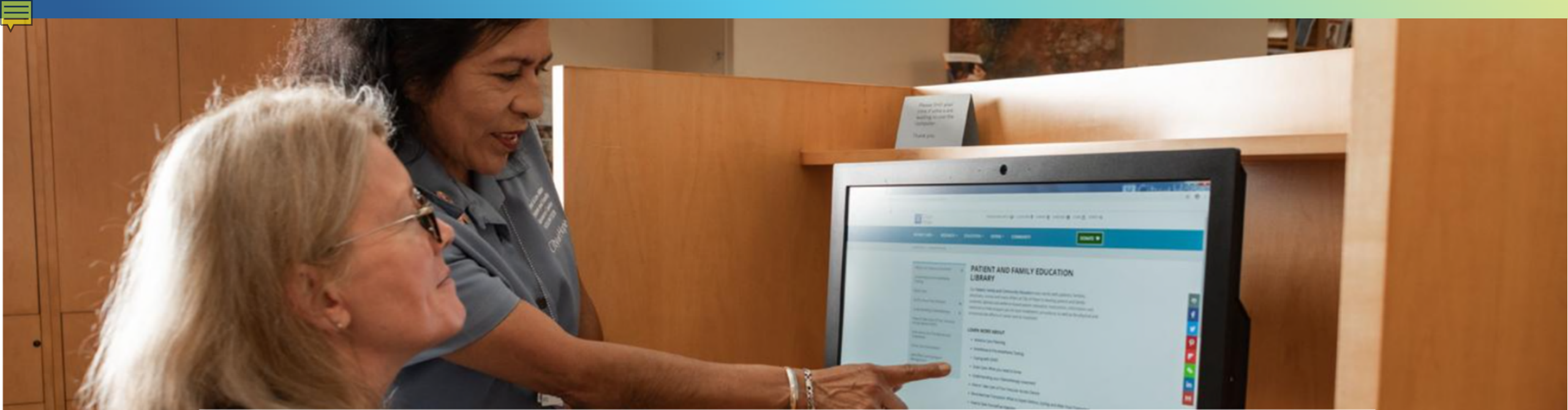
### [cancer.gov](http://cancer.gov)

- Nationwide clinical trials search engine
- Cancer data and statistics
- Live help: online chat

## Cancer Support Community

### [cancersupportcommunity.org](http://cancersupportcommunity.org)

- Online support and discussion groups
- Treatment decision counseling
- Cancer Support Hotline



# Patient and Family Education Library

[CityofHope.org/patienteducation](https://CityofHope.org/patienteducation)



Scan the QR Code on your mobile device

## Understanding Your Diagnosis

Find detailed information about the many diseases we treat at City of Hope.

[Learn more](#)

## Getting Ready for Treatments and Procedures

Find important information your health care team wants you to know before and after treatment, procedures and surgeries.

[Learn more](#)

## Managing Symptoms & Side Effects

Physical and emotional side effects of cancer and its treatment can be challenging. Find information on how to manage them and restore well being.

[Learn more](#)

## Life During Treatment

What is the treatment process? How will it impact your daily life? Who do you need for support? We have answers to these questions and a lot more.

[Learn more](#)

## Section 3

# Get to know the Duarte campus

Parking and Shuttle

Finding Your Way Around

Patient Care Areas: Clinics  
(Outpatient), Hospital (Inpatient)

# Parking and Shuttle Services

Self-parking is available at Lot A

- There is alternative parking in the employee lots
- Ask the valet for more information

Valet Parking — \$4 (\$2 disabled placard)

- Helford Hospital and Hope Plaza
- Monday through Friday: 5 a.m. to 9 p.m.
- Saturday: 8:00 a.m. to 5 p.m.

Shuttle service around campus

- Monday through Friday: 7 a.m. to 8 p.m.
- Saturday: 8:30 a.m. to 5 p.m.
- Call for a shuttle at (626) 218-2006 or call for an escort to your car after hours/on the weekend



Wheelchairs available at valet





# Hope Plaza



## First Floor

Guest Services Desk and Valet  
Laboratory/VAD  
Nourish Café  
Pharmacy

## Second Floor

X-Ray, Ultrasound, Fluoroscopy

## Third Floor

Mammography/Ultrasound/Bone  
Density  
Breast and Gynecological  
Plastics and Reconstructive Surgery  
Integrative Oncology  
Clinical Genomics/Genetics

## Fourth Floor

Hematology  
Phototherapy Clinic

## Seventh Floor

Infusion

## Eighth Floor

Research Infusion  
Infusion



# Outpatient Clinics:

## Geri & Richard Brawerman Ambulatory Care Center

### Brawerman Center – Lower Level

- Radiation Oncology

### Outpatient Clinics – Brawerman Center, Level 1

- **1A** Evaluation and Treatment Center (ETC)
- **1D** Observation

### Outpatient Clinics – Brawerman Center Level 2

- 2A Head and Neck | Pulmonary | Thoracic
- 2B General Oncologic Surgery | Adult Gastrointestinal (GI)
- 2C Melanoma | Sarcoma | Neuro-Oncology | Orthopedic
- 2D Urology

### Outpatient Clinics – Brawerman Center Level 3

- **3A** Freedman Day Hospital





# Southeast Ambulatory Building (SEA)

1 <sup>ST</sup> FLOOR	Procedure Clinic and Farouk Shami Positive Image Center <sup>SM</sup>
2 <sup>ND</sup> FLOOR	Pediatric Clinic
3 <sup>RD</sup> FLOOR	Diabetes, Endocrinology & Metabolism Clinic
4 <sup>TH</sup> FLOOR	Supportive Care Medicine Clinics and Medical Specialties



# Michael Amini Transfusion Medicine Center

## Second Floor

- Blood transfusion
- Stem cell collection
- *Blood Donor Center*

## Third Floor

- Outpatient Surgery Center
- Endoscopies
- Lumpectomies and reconstructive surgeries
- Biopsies

Blood Donor Center

[iDonateBlood4Hope.org](https://www.idonateblood4hope.org)

(626) 218-7171





# Helford Clinical Research Hospital

## First Floor

### Guest Services Desk

- New Patient Services
- Admitting
- Radiology (X-ray, CT, etc.)
- Meditation Center, Chapel
- Gift Shop



# Helford Hospital: Second to Sixth Floor

## 6<sup>th</sup> Floor

HTC | Stem Cell | Bone Marrow Transplants

## 5<sup>th</sup> Floor

Hematology | Discharge Lounge

## 4<sup>th</sup> Floor

Surgery | Medical Oncology

## 3<sup>rd</sup> Floor

Pediatrics | Intensive Care Unit (ICU)

## 2<sup>nd</sup> Floor

State of the art operating rooms | Surgical Waiting Room  
| Bridge to and from Brawerman (Outpatient)



Interior bridge to/from Brawerman Center

# We value your feedback !

At City of Hope, our goal is to make every patient experience positive and to provide compassionate care to you and your family.

In our effort to continuously improve the care we provide; we request you share your thoughts when you receive our patient survey.

Your feedback is important to us, and the survey results will be used to evaluate and improve our care.

You can also recognize a specific staff member who went beyond your expectations.

The survey, conducted by Press Ganey, an independent research firm, should only take 5-7 minutes to complete.

Thank you!

For any questions, please contact the Office of Patient Experience at [DL-PXimprovementandanalytics@coh.org](mailto:DL-PXimprovementandanalytics@coh.org).

## Our Patients Are Important

**We want to improve, and you can help.**

You may receive a survey asking about your visit.

Please complete the survey.

We will use your feedback to make improvements.



You may receive a survey by mail, email or text.



Surveys are administered by Press Ganey Associates, Inc. All responses are confidential.



## Section 4

# Services, Amenities and Resources



# Hope Village Cottages

Three complimentary washers and dryers; detergent available for purchase

Three private showers and fresh towels provided

Monday to Friday 8:30 am to 4:30 pm

Saturday to Sunday 8:30 am to 4:30 pm

Holidays 8:30 am to 11:30 am

(626) 218-2380



# Hope Village: the Hotel at City of Hope

Walking distance of Helford Clinical  
Research Hospital

Complimentary tram to/from City of Hope  
Duarte facilities

Complimentary breakfast buffet for all  
registered hotel guests from 6a.m. to 9a.m.  
daily

147 rooms

1913 Restaurant and Bar

NW corner of Duarte and Village roads

For more information, call 626-218-2380





# Dining Options—Places to Eat

## City Café

- South of Helford Hospital
- Monday through Friday, 7 a.m. to 6:00 p.m.
- Saturday and Sunday, 7:30 a.m. to 3 p.m.

## City Café Pantry

- Self Serve, online or mobile ordering
- Open 24/7

## Nourish Café at Hope Plaza

- Breakfast served all day
- Monday through Friday, 6 a.m. to 2 p.m.

## Starbucks

- Brawerman Center, First Floor
- Monday through Friday, 6 a.m. to 4 p.m. (hours vary)

## 1913 Restaurant and Bar

- Full-service restaurant and bar open to the public
- Monday through Friday, 6 a.m. to 9 p.m.
- Saturday and Sunday, 9 a.m. to 9 p.m.

Visit [cityofhope.org/nourishing-hope](https://cityofhope.org/nourishing-hope)



# RV Parking

Entrance on Buena Vista

There are five reserved RV spaces with full hookups.

Spaces are reserved on a first-come, first-served basis.

(626) 218-2380





# Healing Spaces: Gardens for Peace and Meditation



Sculpture Garden



Schwartz Hope



Japanese Garden



Rose Garden



Sculpture Garden



Garden of Hope

# Wellness, Connection and Support



## Save time with one update to family and friends

- Easy to create, free and private website
- Coordinate help from family and friends to offer you support when and how you need it.

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



## Create a wellness journal that can be shared with your personalized "village"

- Easy to create, free and private website
- Create to-do lists and calendars to coordinate schedules and never miss appointments

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



- Pairs cancer fighters, survivors and caregivers to "Mentor Angels"
- Mentor angels have survived cancer.

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





# Thank you



1500 East Duarte Road, Duarte, CA 91010 | (800) 826-HOPE (4673)

[CityofHope.org](https://CityofHope.org)

[CityofHope.org/BillerPatientandFamilyCenter](https://CityofHope.org/BillerPatientandFamilyCenter)

[CityofHope.org/SupportiveCare](https://CityofHope.org/SupportiveCare)