

Arizona's Help In Healing Home Updates Facility, Website to Improve Patient Care During COVID-19

Phoenix non-profit organization elevates safety protocols to minimize contamination and promote healing of patients and caregivers

Phoenix, Jul 16, 2020 ([Issuewire.com](https://www.issuewire.com)) - July 16, 2020 - Despite COVID-19, patients continue to have care needs as they recuperate from life-saving surgeries or undergo cancer treatments. With a mission to inspire healing, comfort, and camaraderie for patients, hospitality housing company Help In Healing Home has re-opened after briefly closing its doors due to COVID-19. The independent non-profit has taken necessary steps to improve safety measures to maintain a near-hospital cleaning regime while continuing to provide an unforgettable healing experience for patients and caregivers staying in their facilities.

Working closely with the infectious disease personnel at Mayo Clinic, Help In Healing Home has implemented dozens of safety improvements throughout their facilities in recent weeks, including:

- Securing three infra-red, non-contact thermometers for daily temperature verification of staff, patients, and caregivers
- Enlarging dining room tables to allow for social distancing between diners
- Replacing televisions with larger screens in the four casita great rooms to provide for viewing without a need to huddle around a smaller television
- Securing an electrostatic sprayer which offers coverage in hard-to-reach places including the side, underside, and backside of surfaces
- Offering surface cleaning supplies to guests throughout the Village
- Expanding housekeeping staff and hours to include nights and weekends
- Purchasing over 500 cloth masks for guests, visitors and staff, plus N-95 or 3M-Aura 1870 masks for patients recovering from bone marrow or stem cell transplantation

"Instead of furloughing employees during our brief closure, we retained all staff to undertake this comprehensive plan to minimize the risk of contamination, allowing us to safely reopen as quickly as possible," said Ron Jones, CEO of Help In Healing Home. "As elective surgeries resume in Arizona, it was important that we had all the necessary precautions in place to continue providing our patients the essential healing they need."

Another reason Help In Healing Home was determined to re-open quickly was to help alleviate the tremendous financial burden for patients receiving ongoing treatment. The average cost for a hotel room in Phoenix is \$250 per night, for example, but with the generous support of sponsors, the organization can provide a double-occupancy room for just \$45 per night.

In 1999, Help In Healing Home first began offering an affordable and caring housing alternative in a home-like setting at the Brusally Arabian Horse Ranch in Scottsdale. In 2008 the Foundation moved to the newly constructed Village at Mayo Clinic, where it leases four housing units that serve as a home-away-from-home for 48 patients and caregivers.

Today Mayo and Help In Healing Home have a seasoned working relationship. Guest casitas are located at Mayo Clinic's hospital campus (56th Street & Mayo Blvd) and are operated and managed by Help In Healing Home's caring non-profit staff. The organization has served over 20,000 patients and caregivers since 1999 and continues to provide care during the current pandemic. The facility welcomes

patients regardless of where they are receiving treatment.

Help In Healing Home's unique approach to healing emphasizes building patient camaraderie. "We know many patients going through treatment can feel isolated, but when guests stay here, they are surrounded by other patients and caregivers going through similar experiences," said Jones. "We believe there is great value in building relationships amongst guests during their time here."

As a non-profit, Help In Healing Home relies on donations to continue operating with high standards while keeping costs low for guests. "It is the generosity of our donors that allows us to do the rewarding work we do," said Jones. "We encourage anyone interesting in learning more about our organization to visit our recently relaunched website and read about our upcoming virtual fundraiser on September 23 at 6 p.m., as well as take a virtual tour of our beautiful property, read patient stories, donate, explore volunteer opportunities, and more."

For more information, please visit www.HelpInHealingHome.org.

About Help in Healing Home

Help In Healing Home, a hospitality housing organization, is designed for individuals requiring a prolonged recovery from cancer treatments, transplants and surgeries, where the risk of infection is minimized, in a supportive environment that keeps them close to their medical professionals. To patients and caregivers who seek to enhance the healing process in a secure, warm and compassionate environment, Help In Healing Home is the independent, non-profit, donor sustained, home away from home that supports and strengthens their healing journey. To learn more visit www.HelpInHealingHome.org and follow them on LinkedIn, Facebook, Instagram and Twitter.

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