



Welcome to The Doorways.

You are why we're here. The Doorways has provided lodging for patients and their families and caretakers since its inception in 1984. With 112 guest rooms, common spaces, a caring staff, and an active group of volunteers providing meals and services to residents, The Doorways has been an essential resource for those who are in medical crisis far from home, and for Richmond's healthcare community.

Come Inside.



VCU Health Shuttle Schedule	Departs The Doorways		Departs Hospital at Gateway	
	Monday – Friday			
	6:40 a.m.	12:40 p.m.	7:10 a.m.	1:10 p.m.
7:40 a.m.	1:40 p.m.	8:10 a.m.	2:10 p.m.	
8:40 a.m.	2:40 p.m.	9:10 a.m.	3:10 p.m.	
9:40 a.m.	3:40 p.m.	10:10 a.m.	4:10 p.m.	
10:40 a.m.	(last shuttle)	11:10 a.m.	(last shuttle)	
11:40 a.m.				
Weekends & Holidays				
9:00 a.m.		8:45 a.m.		
12:00 p.m.		11:45 a.m.		
3:00 p.m.		2:45 p.m.		
After hours transportation assistance (5:00 pm to 8:00 am) is available by calling (804) 828-9255.				

612 E. Marshall Street, Richmond, Virginia 23219
 Phone: (804) 828-6901 Fax: (804) 828-6913

THEDOORWAYS.ORG



For Our Guests

A healing environment awaits you. Here, you can expect a relaxing home-like setting with quality service and many convenient amenities to make your stay a pleasant one.

Rest Well ...

Most rooms have two double beds, and all have a private bath with telephone and TV.



Stay in Touch ...

Each room is set up to make incoming and outgoing calls, room-to-room calls and to receive voice mail. For our long-term guests, you may send and receive all of your regular mail at the front desk.

Cook Up a Little Comfort ...

Four fully equipped kitchens are open for use and all guests have complete access to donated frozen foods and pantry items to make your own "home-cooked" meals. On some nights you could be treated to a prepared meal by one of our many volunteer groups.

Enjoy the Entertainment ...

TV lounges are located on each floor, as well as a big-screen TV in the 1st floor TV lounge.

Lighten Your Load ...

You'll find a free, 24-hour laundry facility located on the 2nd floor. Detergents, irons and other laundry supplies are donated and available for use at no charge. Room linens can be exchanged on the 2nd floor during certain linen exchange hours.

Recharge Your Mind, Body and Spirit ...

Other amenities include our comprehensive library, fitness room, non-denominational chapel and on-site social workers in the evenings Monday through Friday.

Checking In ...

A volunteer or staff member will greet you and assist you with check-in. Our team will also:

- + Verify your referral
- + Issue you an ID card and wristband
- + Go over the rules of the house
- + Collect your \$30 security deposit

Going Home ...

Before you leave, please collect all linens and place them in a pillowcase. Please check-out at the front desk by noon and return your keycard. This will allow us to prepare your room for the next guest that needs it. At this time, or anytime during your stay, the requested donation can be made.

Costs

- + Our cost to provide each guest a room is approximately \$50 per night. Guests are asked to make a suggested donation of \$15 per guest per night, and to provide a \$30 security deposit at check-in.
- + The deposit is used to offset lodging expenses, or may be refunded upon request at checkout.
- + *No one is ever turned away for their inability to pay.*



"If you want it, here you find, friendship, support, warmth, reading, technology, good food, music and games. And a great staff!"

– A WASHINGTON D.C. AREA GUEST

Stay or Go ...

While there is NO long term parking at The Doorways, there is temporary parking available for loading/unloading.

- + All Doorways' guests can show their guest ID card and park for FREE in VCU Health's visitor parking deck. The hospital shuttle service provides FREE transportation to and from The Doorways each day.

The Doorways House Rules

In every home—even your own—there are a few rules you would like everyone to follow. It's the same here at The Doorways. Our policies are meant to keep you and your family safe and provide a pleasant, convenient, healing experience.

A copy of the house rules will be given and explained to each guest at check-in. Guests who do not follow policy will be asked to leave and will be unable to return.

NO SMOKING ... The Doorways is a non-smoking facility. Smoking is permitted only in the designated area and away from main entrances. Smoking on the balconies outside of the guest rooms is not permitted.