



# FAQs

## Staying at SECU Caring House



### Who can stay at SECU Caring House?

Guests must be adult patients (18+) receiving treatment at Duke Cancer Institute. A referral from a Duke social worker or care coordinator is required.

### How do I reserve a room?

Room reservations begin with a referral from your Duke Cancer Institute social worker or care team. Once we receive the referral, our staff will contact you to schedule your stay based on availability. Due to high demand, we encourage early coordination to increase the chance of securing a room.

### Are meals provided?

We do not provide daily meals, but the communal kitchen is fully equipped, and guests are welcome to cook. Many community volunteers provide home-cooked dinners throughout the week.

### What is the cost to stay?

We request a modest nightly contribution of \$45. Financial assistance is available for stays over 14 nights.

### How long can I stay?

Length of stay is determined by your treatment schedule. We work closely with Duke care teams to ensure housing is available for the duration of active treatment, as space allows.

### What amenities are available during my stay?

Guests have access to:

- Shared kitchen and dining areas
- Laundry room
- Comfortable living rooms
- Healing garden and outdoor patio
- Parking
- Free Wi-Fi and cable TV

### Can my caregiver or family member stay with me?

Yes. For the comfort of all guests, rooms are limited to two – three adults per room and no children under 18 are permitted.

### What are the check-in/check-out procedures?

Guests may check in any time after 1:00 p.m.—there's no set end time for check-in. However, all guests must check out by 11:00 a.m. on their departure day. If you have special needs or expect to arrive after hours, please contact us in advance so we can make arrangements.

### Is medical care provided on-site?

No, SECU Caring House is not a medical facility. We provide lodging and support, but all medical care must be coordinated through Duke Health.

### What are the accommodations like?

Each guest room is private and includes a bathroom, linens, and basic furnishings. Shared amenities include a fully equipped kitchen, laundry facilities, lounge areas, and peaceful outdoor spaces.

### Is transportation available?

While Caring House does not offer transportation, we are located close to Duke Cancer Institute. Most guests use the complimentary Duke Transportation shuttle, which provides convenient access between the house and treatment locations. Ride shares, local transit, and nearby parking are also available. Speak with your care team to learn more about shuttle schedules and routes.

**How can I get in touch with staff before my arrival?**  
Feel free to contact us with questions about your upcoming stay:  
[info@caringhouse.org](mailto:info@caringhouse.org) or (919) 490-5449.