



— Ronald McDonald House Charities® Eastern Wisconsin —

House Policies – Guest Copy

www.RMHC-EasternWI.org 414.475.5333

Our primary concern is that all patients and/or guest family members staying at the Ronald McDonald House Charities Eastern Wisconsin (RMHC) are safe and comfortable. We ask that every guest abide by the established House policies to support this welcoming communal environment.

During check-in, one parent/legal guardian of the referred patient is required to initial next to each policy to indicate that you and your family/visitors clearly understand and will follow the rules and expectations of RMHC. This copy is made available to guests for your review and reference. Please see Manager-on-Duty with any questions.

1. RMHC maintains a zero-tolerance policy for the safety of its guest families, visitors, volunteers, and staff. Under this policy, any violation of the following is grounds for immediate termination of eligibility to stay at the House:
 - No alcohol, fireworks, illegal drugs, firearms, pornography or weapons are allowed in the House or on RMHC property. It is illegal to be in possession of marijuana in the state of Wisconsin.
 - Child abuse and/or domestic disputes/violence will not be tolerated at RMHC.
 - RMHC is a smoke free facility; this includes tobacco in any form including an electronic device. Smoking is not allowed inside the House, throughout the parking decks, or on the adjacent skywalk. There is one designated smoking area on the east end of the building.
2. RMHC has the right to complete a background check on any guest at any time. A background check will be conducted following any behavioral circumstance that may compromise the safety of the House, families, staff or volunteers.
Any guest with a known/reported convicted felony within the last ten years may not stay at the Ronald McDonald House Charities Eastern Wisconsin.
3. You must be the parent/legal guardian to be referred/eligible to stay at RMHC. Any other circumstances must be approved by the Family Services Director/Manager-on-Duty. All other overnight guests must be an essential part of your patient's support system and registered as an in-House guest with the Manager-on-Duty.
4. Everyone coming into the House must be registered as a guest or as a visitor.
 - Visitors are permitted between the hours of 9:00 a.m. – 10:00 p.m.
 - Visitors must sign in and out at the front office. Anyone staying past 10:00 p.m. as a visitor must be registered as an in-House guest with the Manager-on-Duty.
 - Your visitor's behavior is your responsibility. All visitors must understand and abide by our policies, including entering the House in good health and infection free.
5. Do not let anyone into our House. Even if you recognize the person at the door, please wait for a staff member to answer the doorbell. Registered guests can use their keys to come and go; all other visitors must sign in and out at the front office.
6. Guest room occupancy must not exceed the fire code maximum of five guests total for an overnight stay (3 adults maximum).
7. Family must notify the Manager-on-Duty at check-in if a service animal will be in the House. Family must read and sign Service Animal agreement, including expectations of behavior and responsibility for any damages. Service animals may not be left unattended at any time.
8. Guest families agree to use their room at least every 24 hours. If you are not able to use the room daily, families are expected to check-out.
 - During your stay, if a family needs to take a leave away from RMHC that exceeds 24 hours, the leave must be approved. Approval is up to the discretion of the Manager-on-Duty.
 - Supporting your child is the reason you are here. You are required to visit with your child for most of your day with any inpatient child.
9. Quiet hours in our House are from 10:00 p.m – 8:00 a.m. for everyone to get the rest they need.

10. RMHC is a family friendly communal environment. Your language and conversations must be communally appropriate; treat all people in the House with dignity and respect.
11. RMHC requires appropriate attire in the House, including wearing shoes when outside of your guest room. (Slippers are acceptable)
12. Community living areas (including kitchens, playroom, game room and great room) are shared areas and guests must help keep them clean for all to enjoy. Eating and drinking is permitted in the kitchens/dining rooms only. Covered beverages are permitted in the first floor common areas. Eating & open food/drinks in common rooms and guest rooms is not allowed.
13. Eating/drinking in your room is not permitted. Water is allowed.
14. The small refrigerator in your room is available to store medication, breast milk and water only. Breast milk and medication may not be stored in communal refrigerators/freezers.
15. Stealing food is not tolerated at RMHC. Label all personal food in your guest pantry/fridge/freezer with your name, room number and date. RMHC has a generous amount of general use food that is available to everyone in all kitchens.
16. For the safety of your children, children must be supervised at all times. Children may never be left alone in the guest room. <ul style="list-style-type: none"> • Children under the age of 14 must be supervised by their adult and within eyesight at all times. Siblings may not supervise children under 14 unless they are registered as an adult (age 18 or older) as part of the stay. • Children 14 and older are able to be in and around the House, without their adult in eyesight, as long as the adult is on the RMHC premises. • Staff, volunteers and guests are not allowed to supervise other guest family's children.
17. Needles or other infectious materials, including diapers and used personal hygiene products, must be disposed of properly each day. <ul style="list-style-type: none"> • Trash should be removed to the trash room, never placed in a common space trash container. • A sharps container is available on the first floor near the overnight manager's room.
18. Guests are responsible for cleaning their room at RMHC, including your bathroom and regular laundering of bed linens and bath towels. Cleaning supplies are provided in all guest rooms. <i>*Quilts/comforters should not be washed in guest laundry & can be exchanged in the front office.</i>
19. Damage to property, including but not limited to guest rooms, fixtures, furnishings, artwork, décor or linens, will result in a charge of 100% of fair replacement value or necessary cleaning charges.
20. RMHC may inspect your room at any time without notice, though every attempt will be made to give advance notice when possible. Weekly room inspections are completed by a House Manager and any issues will be addressed.
21. Guests are expected to check-out of RMHC when your child is discharged from the hospital. <ul style="list-style-type: none"> • If your child's physician is requesting you remain in close proximity to the hospital or the patient's status has changed to outpatient (minimum of 3 appointments per week to be eligible for continued stay at RMHC), RMHC requires signed documentation in order to accommodate the extended stay,
22. Clean your room before check-out (refer to guest room check-out checklist in red folder). When ready to depart, please remove all personal belongings. A volunteer will inspect the room, and you will then finalize check-out with the Manager-on-Duty. All keys and parking pass need to be turned in to the Manager-on-Duty at this time.

The privilege of having a room at RMHC is offered to you so that you may attend to the needs of your sick child. Anyone abusing that privilege may be asked to leave. Disruptive or irresponsible behavior (as solely determined by the House) that threatens the security or well-being of our guests /staff /volunteers will not be tolerated and will result in the loss of House privileges. I understand the House policies and, on behalf of my family and visitors, agree that I/we will follow them. I understand that if any of my family/visitors does not follow the rules, we may be asked to leave and will not be able to return to Ronald McDonald House Charities Eastern Wisconsin.

Guest

Signature:

Date:
