



# Ronald McDonald House Charities Eastern Wisconsin House Policies

1. RMHC® Eastern WI maintains a zero-tolerance policy for the safety of its guest families, 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 Eastern WI 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 Eastern WI.
  - RMHC Eastern WI 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 Eastern WI 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 RMHC Eastern Wisconsin.
3. You must be the parent/legal guardian to be referred/eligible to stay at RMHC Eastern WI. 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. – 9:00 p.m.
  - Guests must come to the Front Desk to greet all visitors upon their arrival to RMHC®.
  - Visitors must sign in and out at the Front Desk. Anyone staying past 9:00 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 infection free and in good health.
5. Do not let anyone into the House who is not a part of your stay. 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 Desk.
6. Guest room occupancy must not exceed the fire code maximum of five guests total for an overnight stay (3 adults maximum).



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7. Family must notify the Manager-on-Duty at check-in if a service animal will be in the House. Families must read and sign the 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.
  - Supporting your child is the reason you are here. You are required to visit with your child for most of your day with any in-patient child.
9. RMHC Eastern WI is a family friendly communal environment.
  - Your language and conversations must be communally appropriate; treat all people in the House with dignity and respect.
  - 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 Eastern WI requires appropriate attire in the House, including wearing shoes when outside of your guest room. (Slippers are acceptable.)
11. Eating and drinking is permitted in the kitchens/dining rooms ONLY. Covered beverages are permitted in the first floor common areas. Eating and open food/drinks in common rooms and guest rooms are not allowed. Water is allowed in guest rooms, all other food/drinks must be stored in the designated kitchen space.
  - 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.
  - Stealing food is not tolerated at RMHC Eastern WI. Label all personal food in your guest pantry/fridge/freezer with your name, room number and date.
  - RMHC Eastern WI has a generous amount of general use food that is available to everyone in all kitchens.
12. For the safety of your children, children must be supervised at all times. Children may never be left alone in the guest room.
  - 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 Eastern WI premises.
  - Staff, volunteers and guests are not allowed to supervise other guest family's children.
13. Needles or other infectious materials, including diapers and used personal hygiene products, must be disposed of properly each day.
  - Trash should be removed to the Trash Room, never placed in a common space trash container.



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- A Sharps container is available on the first floor near elevator #2.
- 14. Guests are responsible for cleaning their room at RMHC Eastern WI, including your bathroom and regular laundering of bed linens and bath towels. Cleaning supplies are provided in all guest rooms.
  - Quilts/comforters should not be washed in guest laundry & can be exchanged upon request.
- 15. 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.
- 16. RMHC Eastern WI 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 Family Services team member and any issues will be addressed.
- 17. Guests are expected to check-out of RMHC when your child is discharged from the hospital.
  - 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.
- 18. Clean your room before check-out (refer to the guest room check-out checklist). When ready to depart, please remove all personal belongings, including your kitchen cabinet and fridge. See the Manager-on-Duty to return key cards and officially check out.
- 19. Wearing masks is optional at the House. Guests should respect the masking preferences of those around them.
- 20. If anyone who is a part of your stay feels any symptoms of COVID, the flu or has been exposed to a person who has tested positive, you need to notify the Manager-on-Duty immediately.
- 21. The privilege of having a room at RMHC Eastern WI is offered to you so that you may attend to the needs of your sick child. Anyone abusing this 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. You understand the House policies and, on behalf of your family, agree that you will follow them. You understand that if any of your family/visitors does not follow the rules, you may be asked to leave and will not be able to return to Ronald McDonald House Charities Eastern Wisconsin.