



Ronald McDonald House Charities® Eastern Wisconsin

# Eligibility and How to Stay

www.RMHCHOME.org 414.475.5333

## Eligibility:

- ♥ Be a parent, legal guardian, or primary caregiver of a child being treated at a partner hospital who is 21 years or younger.
- ♥ Lives outside of these four Wisconsin counties: Milwaukee, Waukesha, Washington, Ozaukee.
  - Racine County families will qualify to stay at the House if their child is receiving inpatient or residential treatment at a local partnering hospital.
- ♥ Families must occupy a room for a minimum of one night and can stay with us for as many nights as their child is receiving continuous care. Continuous care is defined as inpatient or residential treatment, or at least 3 days with outpatient appointments per week.

## How to Stay:

### *New guest families:*

- ♥ RMHC® Eastern Wisconsin will need a referral. Referrals will only be accepted up to five days prior to a family's anticipated arrival. Same day referrals must be submitted by 7:00 p.m.
  - ♥ For Children's Wisconsin:
    - Contact the Children's Wisconsin Patient Relations Department (414.266.3465) or the child's social worker to have the referral submitted.
  - ♥ For Rogers Behavioral Health:
    - Contact the Rogers Behavioral Health intake specialist, social worker, program manager, or care coordinator to have the referral submitted. A signed release of information will also be required.
    - All families receiving care at any Rogers Behavioral Health location are also welcome to visit our [Ronald McDonald Family Room](#). Families do not need to be staying overnight at the House to visit the Family Room. The Family Room is located on the Rogers Behavioral Health campus in Oconomowoc and is open seven days/week from 9:00 a.m. – 5:00 p.m.
  - ♥ For all other local hospital partners:
    - Contact a member of the care team at the hospital where the child is being treated. The medical personnel can request the referral form from [referrals@rmhc-easternwi.org](mailto:referrals@rmhc-easternwi.org), and submit the completed form to the same email.
- ♥ Once the referral is submitted to RMHC Eastern Wisconsin via email, the family will be added to a waiting list and a Family Services staff member will call the family to confirm all information provided. Any questions can be directed to the Family Services Office at 414.935.6510.

### *Returning guest families:*

- ♥ If a family has stayed at RMHC Eastern Wisconsin within the last 2 years, the primary caregiver may self-refer for the same patient and same hospital by calling our Family Services Team at 414.935.6510 up to five days prior to anticipated arrival. The family will then be placed on the waiting list.

## Check In:

- ♥ We are unable to take reservations because we never know how long a child may need to receive medical care. Families may be placed on the waiting list up to five days in advance. If plans change and the family no longer needs the House, please call 414.935.6510 and ask to speak to the Family Services Team so that we can remove their name from the waiting list.

- ♥ Families on the Waiting List will be contacted by our Family Services Team on the morning they are looking to begin their stay between 8:00 a.m. – 9:00 a.m. CST to confirm room availability.
- ♥ Families are admitted as availability permits. Rooms are assigned in order, based on the date and time they were placed on the waiting list.
- ♥ Families may check-in between the hours of 10 a.m. – 8:30 p.m. Please allow at least 30 minutes for the check in process, which includes an orientation, tour, and paperwork. Check ins must be completed by 8:30 p.m. **(RMHC Eastern Wisconsin does not have 24 hour overnight check-ins).**
- ♥ One room per patient family.
- ♥ Each person 18 years of age or older staying overnight at RMHC Eastern Wisconsin must present a valid photo identification upon check-in.
- ♥ We require everyone staying to be infection-free. Families will receive intake forms to complete prior to check-in.
- ♥ We have a suggested donation of \$20 per night, however no family is ever turned away if they are unable to pay.

### **Family Expectations:**

- ♥ It is expected that the family use the room every 24 hours.
- ♥ Upon discharge from the hospital or completion of treatment plan, families are expected to check-out of RMHC.
  - If the child needs to remain in the area, RMHC Eastern Wisconsin requires written documentation from the medical team.
- ♥ Every guest must abide by the House Policies, signed prior to or upon arrival.
- ♥ There is only one guest room assigned per patient family, including divorce or separation situations.
- ♥ The building and grounds of the House are drug and smoke-free.
- ♥ Families must be respectful and tolerant of other families who are equally concerned about the well-being of their children.

### **Amenities:**

- ♥ Each family staying at the House is assigned one guest room which includes a private bathroom. Guest rooms are assigned by guest preference and room availability. This also applies to our ADA compliant rooms.
  - Potential sleeping arrangements include:
    - Queen and twin
    - Two twins
    - Queen and twin pullout chair
- ♥ Extra air mattresses, cots, pack ‘n plays, and cribs are available upon request and as available.
- ♥ Linens and towels are provided. Families may bring their own personal items from home.
- ♥ There are fully equipped community kitchens and dining areas. Families have access to pantries that provide an assortment of food choices, as well as our meal program that provides regular meals. Families will have designated refrigerator and pantry space to store their personal items.
- ♥ Families are responsible for maintaining their rooms’ cleanliness and doing their own laundry. There are washers, dryers, detergent, and dryer sheets provided at no cost.
- ♥ Free parking is available.
- ♥ There is a free van service staffed by volunteers to provide transportation to and from Children’s Wisconsin. The van will pick up and drop off families in the front of the hospital main entrance. The schedule is posted at the front desk.
- ♥ The house is staffed 24/7. Overnight security is provided from 10 p.m. – 8 a.m.
- ♥ There are free passes to local museums and other attractions available to check out on a first come first served basis.
- ♥ Please visit our website to get a virtual tour of RMHC Eastern Wisconsin at [www.RMHC-EasternWI.org](http://www.RMHC-EasternWI.org)