



Ronald McDonald House Charities® Eastern Wisconsin

House Policies

♥ Guest Rooms:

- Guest families agree to use their room at least every 24 hours.
- Food and drink are not permitted in guest rooms, with the exception of water. The small refrigerator in your room is available to store medication, breast milk and water only.
- Guest room occupancy must not exceed the fire code maximum number of guests for an overnight stay.
- Family's requiring a Service Animal during their stay at RMHC must read and sign the Service Animal agreement.
- Guests are responsible for cleaning their room at RMHC Eastern Wisconsin. Cleaning supplies are provided in all guest rooms, and detergent is provided in the laundry room. **Quilts/comforters should not be washed in guest laundry & can be exchanged upon request.*
- Diapers should be disposed of each day in the trash room in the basement.
- Sharps containers are available on the first floor near elevator 2 and at the end of the hallway past elevator 4.
- Room checks for maintenance and cleanliness are completed by RMHC staff. In the event of a maintenance issue, RMHC staff may enter your room without prior notice, though every attempt will be made to give advance notice when possible.

♥ Communal Living:

RMHC Eastern Wisconsin is a family-friendly, communal environment.

- All people in the House deserve to be treated with dignity and respect.
- All language and conversations must be communally appropriate.
- Shoes or slippers must be worn when outside of your guest room for the safety of all guests.
- Quiet hours in our House are from 10:00 p.m. – 8:00 a.m.
- Label all personal food in your guest pantry/fridge/freezer with provided stickers. There is designated general use food that is available to everyone in all kitchens.
- If anyone who is a part of your stay is showing symptoms of a contagious illness/disease or has been exposed to a person who has a documented contagious illness/disease, you must notify the Family Services Team. RMHC requires signed documentation from a healthcare professional clearing the individual to live in communal housing. Guests may be required to check-out of RMHC temporarily and guests will be responsible for all related expenses.

♥ Safety:

RMHC® Eastern Wisconsin prioritizes the safety and comfortability of its guest families, volunteers, and staff:

- Guests should not let anyone into the House who is not a part of their stay.
- Alcohol, fireworks, illegal drugs, firearms, pornography or weapons are not permitted on RMHC property.
- Any behaviors that harm individuals or disrupt our community are not allowed.
- RMHC is a smoke free facility, including an electronic device. Smoking is not allowed on RMHC property except for one designated smoking area on the South end of the building.

- To help foster a supportive and respectful environment, RMHC Eastern Wisconsin conducts background screenings for all guests. Certain offenses—such as violent crimes, child abuse, domestic abuse, or being listed on the Sex Offender Registry—will affect eligibility to stay. We understand that every situation is unique, and guests deemed ineligible may request a review through a structured appeal process. Additional screenings may take place based on behaviors or concerns outlined in our Background Policy. Final eligibility decisions are made at the discretion of RMHC.

♥ Child Supervision:

For the safety of all guests, 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 an adult and within eyesight.
- Children 14 and older are able to be in and around the House, without an adult in eyesight, as long as the adult is on RMHC property.
- Anyone under the age of 18 may not supervise children under the age of 14.
- Staff, volunteers and guests are not allowed to supervise other guest families' children.

♥ Day Visitors:

- Visitors are permitted between the hours of 9:00 a.m. – 9:00 p.m.
- Guest families 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.
- The visitor's behavior is the guest's responsibility. All visitors must understand and abide by our policies, including entering the House infection free and in good health.

♥ Overnight Guests:

- Anyone staying past 9:00 p.m. must be registered as an in-House guest with the Family Services Team.
- Anyone over the age of 18 will need to get a badge and lanyard at the Front Desk and provide an ID to the Family Services Team.
- Overnight guests must be an essential part of the patient's support system.

♥ Guest Family Check Out:

- Guests are asked to check-out of RMHC when the patient is discharged from the hospital or upon completion of outpatient appointments.
- If a patient's care team is requesting the family remain in close proximity to the hospital, Family Services will need a signed document to accommodate the extended stay.
- Guests are asked to clean the room prior to check-out (refer to the guest room check-out process).
- See the Family Services Team to return key cards and complete check out.
- Any personal belongings left behind will be held for up to 30 days.

Thank you for ensuring the safety and comfort of our RMHC community. If you have any questions or need support during your stay, please see Family Services or call us at 414.935.6510.