

TELEPHONE

Each room has a private telephone number (including voice mail) for you to give to family, friends and the hospital.

NOTE: Please DO NOT CHANGE the greeting or password.

After 10:00 PM, to reach the Night Manager, Dial #244 and follow instructions.

SECURITY

Each family is given one key to their room that opens the outside foyer door and patio doors.

Always check that every door is securely closed after use.

DO NOT ADMIT ANYONE into the House or prop doors open for later admittance.

Each guest of the room will be issued a wristband to wear during their stay. This wristband identifies you as a guest in the House. Wristbands are issued by STAFF ONLY & NOT to be transferred to anyone else.

All guests, staff and volunteers should be treated equally with respect!

Violence will **not** be tolerated and is grounds for immediate termination of a guest's stay. Corporal punishment is not allowed at Ronald McDonald House

EXTENDED STAYS

Families may stay up to 30 consecutive days at Ronald McDonald House. At the end of 30 days, an eligible family may get another referral from their social worker for 5 days after check out, to return to the House for up to another 30 consecutive days.

NOTE: Rooms are subject to routine maintenance inspections

Finally . . .

To operate the House on a volunteer basis, to keep costs under control, and to provide a safe and comfortable environment, we need your cooperation and help. If you have any suggestions, please write them down and leave them at the front desk.

Ronald McDonald House Staff

<i>Executive Director</i>	<i>Anna Semonco</i>
<i>Director of House Operations</i>	<i>Shannon Boothe</i>
<i>Director of Special Events/Comm. Dev.</i>	<i>Stephanie Carroll</i>
<i>Bookkeeper</i>	<i>Teresa Bridges</i>
<i>Database Manager</i>	<i>Madeline Bruggeman</i>
<i>Manager</i>	<i>Donna Hartsel</i>
<i>Manager</i>	<i>Anne Patteson</i>
<i>Manager</i>	<i>Katrina Ross</i>
<i>Manager</i>	<i>Brea Leffell</i>
<i>Manager</i>	<i>Rhonda Webber</i>
<i>Family Room Coordinator</i>	<i>Donna Kester</i>

Management reserves the right to enforce all rules as it, in its sole discretion, deems appropriate. Management also reserves the right to modify any existing House Rule and to make and enforce new rules as it deems necessary in the best interest of the House and the Guests it serves.

Authorization to Disclose Health Information

All Guests are presented with Authorization to Disclose Health Information Form at check-in.

RONALD MCDONALD HOUSE HAS NO SOURCE FOR BACKUP POWER IN THE EVENT OF ANY EMERGENCY.

CHECKING OUT

Check out time no later than 11:30 AM

Guests must vacate room upon discharge of patient or completion of treatment. Departures prior to 7:00 AM must be arranged with the Manager the night before.

Key's & Wristbands are to be turned into front desk at time of departure.

If you should inadvertently take a key home, please mail it back to the House, promptly. There is a \$10.00 charge for a lost key.

Guest Rules and Guidelines

Ronald McDonald House of Southwest Virginia



2224 Jefferson St. SE
Roanoke, VA 24014
Tel.: 540.857.0770
Website: RMHC-SWVA.org

These Guest Rules and Guidelines ensure the safety of guests and staff and promote efficient operation of the House. Your cooperation is appreciated. We hope your stay at the Ronald McDonald House meets your needs for a home-away-from-Home.

The Primary guest is held responsible to see that all guests staying in your room shall abide by the Rules and Regulations as outlined in this brochure.

**PRIOR TO ARRIVAL
ALL GUEST MUST COMPLETE AN
ADMISSIONS APPLICATION**

Photo Identification is required

GENERAL HOUSE RULES

The purpose of Ronald McDonald House is to provide a home-away-from-home for families with hospitalized children. This allows families to visit and offer continuous support for their child. However, it is a privilege, not a right, to stay at the House. **All families are expected to have at least 6 hours of documented hospital visitation between the hours of 9 am and 9 pm every day.**

Only family members actively involved in the care of the patient are eligible to stay at Ronald McDonald House

Any extenuating circumstances dealing with hospital visitations should be discussed with the House Manager/Executive Director and/or hospital social worker as soon as they arise.

Non compliance with any of the House rules may result in expulsion from the House and future inability to use the Ronald McDonald House.

Criminal History/Drug Screening/Child Protective Services:

Ronald McDonald House does not admit any guest who has plead guilty, been convicted, or pending charges, of a felony, crimes related to domestic violence, charges involving physical harm or injury, or any crimes against children. Families who are under investigation by Child Protective Services or families with a positive drug screening test who are not actively participating in an approved treatment program are not eligible for admission.

Food and drinks are permitted ONLY in designated areas: Kitchen, Dining Room, and Patio.

The House is a NO SMOKING/VAPING facility. Weapons, alcohol, illegal drugs and tobacco products are not permitted (consumed or stored) in the House.

Guests who have been diagnosed with an infectious disease within the last three weeks will not be allowed to occupy a room except after consultation with the Physician.

Parents are responsible for their children (under the age of 18) while a guest at Ronald McDonald House. Children must be in the presence of at least one parent/grandparent at all times. Children may not be left in the care of anyone other than a parent/grandparent while in the House. No one under the age of 18 is permitted to stay in the House without their parent or guardian. Children not related to the registered family are not eligible to stay at Ronald McDonald House.

Pets are not allowed. Guests are not allowed to sleep in common areas. Shirts, pants and shoes should be worn at all times in public areas.

ROOMS

PRIORITIES

1. Families of all pediatric oncology patients
2. Families of pediatric inpatients and all pre-term high risk pregnancies.
3. Families of all other pediatric outpatients.

Pediatric patients are defined as 21 years

If you need to go home overnight, you are required to check out of your room and get a new referral from medical personnel to come back. We will not hold an unoccupied room for any family. Failure to do so will jeopardize your House privileges.

One Room per family. Limit of four overnight family members to a room. Guests are not allowed in other guest's rooms.

Management reserves the right to inspect guest rooms at any time. Room doors should not be propped open.

Guests should respect the privacy of other guests; TV and radio sound should be kept at a reasonable level. Please limit the number of visitors in the House. Visitor Hours are 9:00 AM - 9:00 PM.

Unnecessary noise, illegal activities and inappropriate behavior will not be permitted.

Game room time is 9:00 AM – 9:00 PM

It is the Guests' responsibility to make beds, empty wastebaskets in outside dumpster (not in another container) and keep room and bathroom clean.

Please turn off lights and TV when leaving rooms.

Should you note something wrong with your room or the House (need a blanket, see a burned-out light, etc.) please notify the Manager on duty.

Ronald McDonald House is not responsible for any damage or loss of personal property.

Guests may not disclose confidential information or use the names, photos or other identifying characteristics of other guests without consent.

KITCHEN

Note: The House receives donations of food from many organizations. You are welcome to use these items in the designated areas.

A Buffet Dinner for all guests is prepared and served daily 5:00 PM – 6:30 PM by the House staff, guests and volunteers cooperatively.

Guests are invited to help yourself to items available for breakfast and lunch. Please help keep the kitchen clean by disposing of leftovers, washing dishes and silverware before placing them in the window to drain, washing pots and pans, and wiping up spills, tables and highchairs.

Guests may store personal food items in the upstairs refrigerator and assigned cubbies; however, please dispose of personal food items prior to checking out. Personal items should be properly marked with guest name and room number.

Donations to operate the kitchen are appreciated but not required.

LAUNDRY

Washers and dryers are located in the basement to launder your linens and clothes free of charge. Guests should remove clothes from machines as quickly as possible. The House is not responsible for clothing or items left unattended in the laundry room.

LINENS

At check-in, guests are given clean linens, one set of towels per person and one set of sheets per bed used. You are responsible for washing your linens if you need clean ones.

Alert a Manager if a comforter is soiled. Do not attempt to launder.

Upon checkout, please place all linens, towels, and the blankets in the laundry basket and leave them in the room closet. DO NOT include the bedspreads or mattress pads.

Make up bed with mattress pad and bedspread only. Please leave your room ready for the next family.

THE HOUSE IS NOT RESPONSIBLE FOR ITEMS LEFT BY GUESTS OR VISITORS. LOST AND FOUND ARTICLES SHOULD BE BROUGHT TO THE ATTENTION OF HOUSE MANAGEMENT. WE DO NOT MAIL ITEMS LEFT BEHIND; GUESTS ARE RESPONSIBLE FOR PICKING UP ANY LEFT ITEMS. UNCOLLECTED ITEMS WILL BE DONATED.