



The Ronald McDonald House of Charlottesville (“RMHC-C”) is a compassionate, non-profit lodging facility intended for pediatric patients at the University of Virginia Children’s Hospital and/or their families. This service is made possible by the fundraising efforts of this community and the communities we serve, as well as fundraising efforts in local McDonald’s restaurants. Staying at the House is a privilege and not a right by virtue of your child being treated at UVA Children’s Hospital.

In order for the Ronald McDonald House to be a pleasant place to stay for all of our guests some basic rules are necessary. Anyone unable to follow these rules or cooperate with the House Staff will be asked to leave, and may forfeit any future use of the House. These rules apply to you and any other guest you may have.

**Office Hours:** 8:30 am -9:30 pm, 7 days/week  
Staff members are available on the property  
24 hours a day.

If you need to call the office from your bedroom, press the blue intercom button on your bedroom phone and then dial 10.

**Office Phone Line:** 434-295-1885  
**Guest Phone Line:** 434-295-6412

## RMHC-C Parameters

*The parameters listed below represent the guidelines and limitations RMHC-C must uphold in order to operate. No exceptions may be made.*

1. RMHC-C is only able to house the families of patients who are 18 years of age or younger or adult patients with high risk pregnancies. Families of patients up to 21 years of age may be considered if the patient is being seen by pediatric physicians and the patient is a full time dependent of the family.
2. RMHC-C is a facility that provides housing exclusively for the immediate caregivers of pediatric patients in the hospital. Only a patient's parents, guardians, grandparents, siblings, close relative, or significant caregiver may stay at RMHC-C. No adult(s) may stay in the room alone with unrelated minors.
3. RMHC-C is a secure facility and requires identification for every guest entering the House.
4. RMHC-C is unable to house any minor not accompanied by his/her legal guardian.
5. RMHC-C is unable to house individuals with a criminal history including but not limited to: assault, sexual violence, child abuse/neglect, etc.
6. RMHC-C gives room priority to guests living farther than an hour from UVA Hospital.
7. RMHC-C can only offer one bedroom per patient family. Due to fire code, each bedroom has a designated maximum number of occupants allowed.
8. RMHC-C is not a health care facility and is not responsible for any medical care needed by guests.
9. RMHC-C cannot house any individual with an infectious disease or condition (including the cold, flu, Hepatitis B, or tuberculosis). Additionally, no person recently exposed to chicken pox, measles, or mumps may stay at the House.
10. RMHC-C does not permit pets on the premises. Service dogs may be permitted with proof of certification.
11. No weapons of any kind are permitted on RMHC-C property. No guest of the House is allowed to bring a weapon on property for any reason. Despite your right to hold a concealed weapons permit, the Code of Virginia states that it is unlawful to carry a concealed weapon on "*private property when prohibited by the owner of the property or here posted as prohibited*".
12. RMHC-C only has enough parking spaces to provide one parking pass to each family. Additional vehicles must be parked in the hospital parking garage.

## **Guest Expectations & Policies**

*Guests are expected to follow the guidelines listed below. Guests that fail to meet these expectations may be asked to leave the House.*

1. Guests are expected to spend a majority of their time at the hospital visiting with their child. Guests that cannot spend a majority of time at the hospital will be asked to check out of RMHC-C.
2. Guests are expected to use the room every evening. Guests that do not plan to use the room every evening need authorization from the House Manager.
3. All guests in the House over the age of 18 (this includes visitors) are required to provide their ID to the House Manager upon initial entry into the House. Guests found to be residing here without registering with office staff will be asked to leave immediately.
4. Any guest under the age of 18 must be accompanied at all times in the House by his/her guardian unless legal emancipation documentation has been provided to the office. Minors may not be left unattended in their bedrooms at any time; even while they are sleeping
5. Guests are expected to be respectful and considerate of all RMH families, volunteers, staff, and members of their own family.
6. Guests are expected to keep sleeping hours conducive to the House schedule (e.g., up by 10am , heading towards bed by 10pm)
7. Guests are expected to comply with quiet hours in the House: 10pm-10am
8. Guests must check in with office staff once in the morning and once in the evening each day.
9. Guests are expected to respect the property and resources of RMHC-C.
10. Guests are expected to assist in maintaining the cleanliness of their room and the common areas.
11. Guests are expected to keep their entry code private. Guests should not allow individuals entry into the House if they are not part of their immediate family.
12. Families cannot share their bedroom with another patient's family nor may families visit with another patient's family in their bedroom.
13. Guests that use tobacco products (including e-cigarettes) are expected to do so in the designated outside smoking area only.

14. Guests are expected to dress appropriately in all common areas including wearing shirts and shoes. For security purposes, we ask that you do not wear your hood or hat while inside the House.

### **Visitors**

*The following policies pertain to all visitors entering the House. These policies are enforced to ensure a safe and secure environment for all families, staff, volunteers and visitors.*

1. All visitors must report to the House Manager upon arrival. All visitors are required to provide ID.
2. Visitors are restricted to the first floor (kitchen, foyer and dining areas). Visitors are not permitted to enter bedrooms or the basement.
3. Visitors are only permitted in the House between 8:30am-8:30pm
4. No visiting minors are permitted to enter the House without their legal guardian present.
5. Visitors are held to the same expectations as guest families. The House Manager reserves the right to ask a visitor to leave the premises at any time, for any reason.



### **Housekeeping**

Housekeeping staff at RMHC-C provide supplemental cleaning of the bathrooms and common areas. Housekeeping staff enter bedrooms each day between 10am-3pm for mandatory cleaning of the bathrooms. All guests are required to be awake and dressed between the hours of 10am-3pm so they are able to briefly vacate the bedroom when housekeeping arrives. If you are unable to follow this policy, please speak with the House Manager.

### **Neighborhood**

Because our House is not a public facility, we request that you do not walk through the neighborhood or interact with the community members in or around our neighborhood. Some prohibited interactions include: soliciting help of any kind, inviting individuals into the House, and becoming involved in any other social or business activities.

## **Electronics**



1. Guests are asked to refrain from talking on cell phones or playing music in the common areas. You may talk on your cell phone or play music in your bedroom on a low volume. This is for the consideration of the other guests *and* for your personal privacy.
2. There is a computer in the dining area available for guest use. Guests are expected to follow the rules for computer use that are posted beside the screen.
3. Confidentiality prohibits RMHC-C guests from using social media outlets (Facebook, Twitter, Instagram, etc.) to post any pictures, videos, recordings, names, or information about the House or other guests-regardless of intent. House guests may not post any copyrighted House material or photo images taken within the House without prior approval from the Executive Director.

## Behaviors that May Result in Removal from RMHC-C

*Guests that display these behaviors may be removed from the House and barred from use of the House in the future. RMHC-C staff members reserve the right to contact police or other appropriate authorities when the circumstances warrant such intervention.*

1. Use or possession of alcohol or illegal drugs
2. Verbal, physical, and sexual abuse or harassment of any kind
3. Destruction or theft of property, including but not limited to: tampering with locks, thermostats, or smoke detectors, taking food or items belonging to another guest, removing bed and bath linens from the property, illegal use of the telephones or internet.
4. Failure to disclose accurate information on the Application for Admission, such as criminal charges or the correct relationship amongst individuals.
5. Failure to follow Visitor, Neighborhood, or Housekeeping Policies
6. Any form of inappropriate behavior that interrupts the harmonious atmosphere of the House or disturbs other guests or staff. Examples of such inappropriate conduct include: disrespecting others' political, religious, or social viewpoints, arguing, cursing, drunkenness, and disruptive or loud behavior.
7. Other behaviors which will not be tolerated are: intrusive behavior, manipulative behavior, behavior which gives the appearance that the individual may be compromised in some way, or behavior that does not comply with staff requests.
8. Discriminatory behavior based on an individual's race, color, ethnic origin, religion, political affiliation, age, gender, sexual orientation, gender identification, disability or handicap, housing status, marital status, veteran status or any other class protected by applicable laws and regulations.
9. Use or possession of candles, incense, or open flames
10. Use of tobacco products (including e-cigarettes) in areas other than the designated backyard smoking section
11. Possession of weapon(s) on RMH property
12. Solicitation of guests, volunteers or visitors for food, money, or other goods



# RMHC-C Accommodations



## Bedrooms

*Guests are provided with a private bedroom and bathroom (with the exception of 201/209). All bedrooms are equipped with a dresser, chair, mirror, mini-fridge, and a combination of twin and/or full beds. Toiletries and fans are available upon request. The following guidelines apply to all guests for usage of their room:*

1. Sheets and pillowcases are provided by RMHC-C and must be used on all beds. Mandatory linen exchange occurs once a week.
2. Diapers should be put in small trash bags (available in marked kitchen drawer) and then immediately taken to the trash dumpster located to right in the parking lot. Diapers should NEVER be placed in the bathroom, kitchen, or laundry room trash cans.
3. Sanitary napkins should be wrapped in their own wrappers or in toilet paper before being placed in your bathroom trash can. NEVER flush sanitary napkins down the toilet.
4. RMHC-C can provide Sharps container for Sharps/Medical Needle disposal. Sharps/Medical needles may NEVER be placed in any trash can.
5. Guests are expected to clean their own bedrooms once a week. Please take out the trash, sweep, and throw away old food from the pantry or refrigerator shelf
6. The bedroom mini fridge is available for the storage of breast milk and medications only. Please inquire with a staff member about breast milk freezer storage.
7. No food or drinks are permitted in the bedroom with the exception of water.
8. Windows must remain closed. Please speak with staff for issues related to room temperature. Guests are not permitted to bring space heaters.
9. Guests are not permitted to move the bedroom furniture without approval from the House Manager.
10. Guests are permitted to bring a TV for their bedroom. The bedrooms are not outfitted with cable. Volume on the TV must remain low.
11. RMHC-C staff reserve the right to enter any room in the House, at any time, and for any purpose related to management or operation of the House.
12. The coloring, dying, perming, or bleaching of hair is prohibited.



## **RMHC-C Linen & Linen Exchange**

*RMHC-C provides sheets, towels, blankets and pillows for all guests.*

1. Guests that stay for longer than a week are required to participate in a weekly linen exchange. Guests will receive notices on the night before their linen exchange with instructions for leaving the dirty linen in their bedrooms. The following morning, Housekeeping will remove the dirty linen and provide clean linen.
2. RMHC-C staff handles ALL stain treatment, regardless of type. If you stain a linen item (blood, urine, make-up, etc) please bring the stained item *immediately* to the House Manager. The House Manager will provide you with clean linen.
3. Outside of weekly linen exchange and stain treatment, guests are responsible for washing their own laundry.



## **Breast Pumps**

1. A breast pump is available in the office for check out. Guests are required to leave their ID with the House Manager in exchange for the pump. ID's are returned when the pump is returned.
2. The pumps are only available for short term use and must be returned to the office within two hours.
3. Guests are required to provide their own attachments to use with the breast pumps. These attachments are available at the hospital.



## **Kitchen and Dining Area**

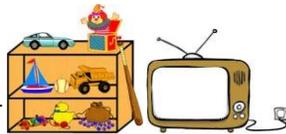
1. Each family is provided with fridge and pantry storage space. Please do not remove food from another family's pantry and fridge storage spaces.
2. General Use Fridge and pantry food is available for all guests to use.
3. Food/snack items on the counter are available for all guests to use.
4. Dinner is provided by volunteers most evenings at 6:30 pm. \*Dietary Caution: Please be mindful of personal dietary restrictions or food allergies when consuming donated meals. The ingredients are not monitored for said restrictions.

5. Guests are expected to clean up after themselves (e.g., placing all dirty dishware in the available dishwasher, cleaning the food prep and eating areas after use, etc.)
6. Food and beverages are only allowed in the kitchen and dining area.



## **Guest Laundry Room**

- 1) The basement laundry room is open from 8:30 AM – 9:30 PM daily. The last load should be started before 7:30PM.
- 2) Laundry detergent and powdered bleach are available at request from the House Manager.
- 3) DO NOT WASH shoes, sneakers, coats, or other large or unusual items.
- 4) Please be considerate of others needing to use the laundry room. Do not use all of the machines at the same time. Attend to your laundry in a timely manner. Do not allow items to sit for a long period of time.
- 5) An iron is available in the office and an ironing board can be found in the laundry room. No ironing is allowed in bedrooms or in common areas.
- 6) Sodas are available for purchase in the laundry room and can be consumed in the laundry room only. Open soda containers are not permitted anywhere else on the basement floor or in the rest of the House with the exception of the kitchen and dining areas.



## **Basement Play Area/TV**

The basement play area has an assortment of books, toys and games as well as a TV and DVD player in the lounge area.

1. Between 10pm and 10am, guests are asked to use the following guidelines:
  - Play with toys and game quietly
  - Watch TV on a low volume
  - Speak in a low volume
2. Guests are expected to clean up after themselves (e.g: putting board games back in their boxes, returning toys to original storage containers)

## **RMHC-C Procedures:**

### **Checking-in**

1. Check-ins are conducted between 1pm and 9pm. Any one arriving after 9pm will be turned away.
2. Check-in procedure generally takes 15-20 minutes and includes paperwork, a review of house policies, and a house tour. Adult guests are required to bring a photo ID. The House Manager reserves the right to NOT admit anyone without a photo ID

### **Checking-out**

1. Guests are expected to check out by noon on the day they are planning to leave. Please notify a staff member if this is not possible. Personal Items may be stored in the staff offices for later pick up if necessary.
2. Guests are provided with a Check-Out check list to follow on the day they leave. Guests must have their room inspected by staff before leaving.

### **Room Payment**

*RMHC-C is a non-profit, charitable organization. We request a \$15 donation fee per night. The actual cost of housing a family for one night is approximately \$90. RMHC-C will never turn anyone away based on inability to pay.*

1. We ask that guests contribute \$15 per night for their stay. However, anything a guest is able to contribute toward their room is greatly appreciated.
2. If the patient has VA Medicaid, this may cover the portion of the cost we ask guests to contribute. Please present the Medicaid card to staff.
3. If you are applying for VA Medicaid for the patient, we ask that you:
  - sign a form in the office giving us authority to get the number when it is issued;
  - complete all paperwork at the hospital as soon as possible