



Ronald McDonald  
House Charities®  
Charlottesville

# Guest Policies & How the House Works

RMHC Charlottesville treats all people fairly without regard to income or ability to pay, race, color, ethnic origin, national origin, religion, political affiliation, age, gender, sexual orientation, gender identification, disability or handicap, housing status, marital status, veteran status or any other group or class protected by applicable laws and regulations.



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. The Ronald McDonald House of Charlottesville is consistently at capacity with a list of families waiting for a room to become available.

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 the rules or cooperate with the House Staff will be asked to leave, and may forfeit any future use of the House. The rules in this book 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

## **Guest Requirements:**

- Spend a majority of time at the hospital (6-8 hours/per day)
- Use the room every night. Tell the House Manager of plans to leave. (Maximum time out of the House = 1 night per week OR 2 nights every other week)
- Register every person entering the House with the front office. All adults must provide ID and will be subject to background checks. See *Visitors in the House* on the following page for full policy information.
- Minors must be supervised at all times in the House by a legal guardian (supervision= with-in eye sight). See *Requirements for Minors in House* on the following page for full policy information.
- Be respectful and considerate of other guests, volunteers and RMHC-C resources/staff/property
- Comply with quiet hours in the House: 10pm-8am. Cell phones, tablets, televisions, radios or other media devices should be kept at minimum volume throughout the House during quiet hours.
- Comply with House Manager requests (Example: clean their bedroom, move a vehicle, rinse dishes, etc.)
- Maintain the cleanliness of their bedroom, bathroom and the common areas:
  - Sheets must be used on the beds.
  - Dirty diapers or trash with offensive odors need to go to the dumpster in the parking lot.
  - Dirty dishes rinsed and placed in the correct dishwasher.
  - Clean-up of food prep areas and eating areas in kitchen
- Maintain the security of the House by keeping their code private and by not opening the door for people they do not know
- Use tobacco products (cigarettes, dip, e-cigarettes) in the designated backyard smoking section
- Dress appropriately in the common areas (shoes and shirts required). No pajamas, robes, hats or hoods in the common areas.
- Keep all food and drink (with the exception of water) in the kitchen and dining area.
- Allow Housekeeping to enter the bedroom for supplemental cleaning (as time permits) between the hours of 10am-3pm. Please see the section on Housekeeping on page 5 for full policy information.
- Keep bedroom and bathroom windows closed. Discuss bedroom temperature issues with the House Manager
- Attend to laundry in the guest laundry room in a timely manner
- Bring stained RMHC-C sheets and towels to the House Manager for treatment

**Inability to follow House policies may result in the loss of your room. Any questions regarding House policies should be directed to the House Manager.**

## **Visitors in the House:**

A visitor is defined as a person that was not placed on the waiting list as a potential guest OR was not part of your group during the initial check-in process.

- All visitors are required to report to the House Manager upon arrival.
- All adult visitors are required to provide ID to the House Manager.
- All adult visitors are subject to background checks.
- Visitors under the age of 18 are required to have a legal guardian supervising them at all times in the House (supervision= within eye-sight)
- Visitors that plan to stay overnight are required to sign a waiver agreeing to follow all policies during their stay. With the exception of siblings, overnight visitors should be caretakers of the patient in the hospital.
- Visitors that are NOT staying overnight are:
  - Only permitted in the House from 8:30am-8:30pm
  - Restricted to the first floor

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.

## **Requirements for Minors in the House: (people 18 years and under)**

- Minors must be supervised by legal guardian(s) at all times in the House (supervised= within eye sight). A **legal guardian** is defined as a person who has the **legal** authority to care for the personal and property interests of the minor. Minors cannot be left alone anywhere on RMHC-C property.
- A Temporary guardian can be assigned to supervise a minor in the House as long as:
  - The legal guardian fills out a temporary guardianship consent form which will be kept by the House Manager in the office
  - The Executive Director approves the temporary guardian

## **30-Day Policy:**

RMHC-C is consistently at capacity with a list of families waiting for a room. Due to this overwhelming need, RMHC-C reserves the right to ask any family that stays in-House longer than 30 days to check out of the House and get back on our waiting list so another family has the opportunity to use the House.

## **Not Allowed At RMHC-C**

- Use or possession of illegal drugs or alcohol in the House (including beer, wine, etc.)
- Verbal, Physical, and sexual abuse or harassment of any kind
- Destruction or theft of property. This includes:
  - tampering with locks, thermostats, smoke detectors
  - taking food or belongings from other guests
- Failure to disclose information OR providing false information during check-in. This includes: criminal charges, relationship to patient or guests within your group
- Disregard for policies
- Sharing your bedroom with another family
- Entering another family's bedroom
- Inappropriate behavior that disrupts the House or disturbs guests and staff.  
Examples include:
  - disrespecting others' political, religious, or social view points
  - arguing, cursing, drunkenness, disruptive/loud behavior
- Discriminating against others based on race, color, ethnic origin, religion, political beliefs, age, gender, sexual orientation, gender identification, disability/handicap, housing status, marital status, veteran status or any other class protected by applicable laws and regulations
- Entering areas designated as staff use only
- Coloring, dying, perming or bleaching of hair in the House
- Use of candles, incense, portable heaters or open flame
- Possession of weapon(s) on RMHC-C property
- Asking other guests, neighbors, volunteers or visitors for food, money or other goods
- Use of social media (Facebook, Twitter, Snapchat, Instagram, etc) to post pictures, videos, recordings, names or information about the House and other guests
- Use of copyright House material or photo images taken without prior approval from the Executive Director.
- Sleeping in common areas of the House
- Flushing items other than toilet paper down the toilet(s)

**Guests that display these behaviors may be removed from the House. RMHC-C staff reserve the right to contact police or other appropriate authorities as necessary.**

# How the House Works

## House Managers:

RMHC-C is staffed by a House Manager 24 hours a day, 365 days a year. House Managers are responsible for implementing House policies, assisting guests and maintaining the facility.

### The House Manager is able to:

- provide guests with a better understanding of the House policies and procedures. This includes reminders about and enforcement of policies.
- provide guests with available items (within reason) such as toiletries (shampoo, body wash, etc.), food items, laundry detergent, cleaning supplies, toilet paper, etc.
- provide guests with directions and information about the Charlottesville area
- provide contact information for the hospital
- share information about the shuttle and other RMH or hospital resources
- accept donations for the House

### The House Manager is not able to:

- provide personal counseling
- provide money, gift cards or personal gifts
- provide car rides or other support outside of the House
- share personal information with guests such as personal telephone number(s), social media account information or home address
- discuss or share personal information about other guests in the House (former or current)
- provide medical treatment or medicine

## Housekeeping



Housekeeping staff at RMHC-C are primarily responsible for cleaning rooms after check-out, handling linen exchange and cleaning the common areas. **As time permits,** housekeeping staff will provide supplemental cleaning of guest bedrooms and bathrooms between the hours of 10am-3pm. Housekeeping staff will remove trash in the trashcan, clean the sink/tub/toilet/bathroom floor (as able) and provide more toilet paper. Housekeeping staff are not able clean surfaces that are covered in personal belongings.

## **Linens Exchange**



Every bedroom is equipped with bed linens and towels based on the number of people each room can accommodate. RMHC-C has a set amount of linen in stock for each week. Staff are unable to provide extra clean linen and towels at request. Families that stay at RMHC-C for longer than a week will receive a linen exchange for these items once a week. Guests receive a notice on their bedroom door the day before their scheduled linen exchange. On linen exchange day, families are asked to place dirty linen and towels in a pile on the floor of the bedroom by 10am. Housekeeping staff will collect the dirty items between 10am-Noon and place clean linen and towels back in the bedroom. Outside of this weekly linen exchange, families are responsible for washing dirty linen and towels in the guest laundry room.

### **When to speak with the House Manager regarding linen:**

- If you just washed your bed linens/towels and do not need linen exchange. The House Manager will remove you from the linen exchange list for the week.
- If linen items are stained or soiled due to an accident, please notify staff as soon as possible. Staff will collect the items for stain treatment and provide clean items. Please allow RMHC-C staff to handle all stain treatment.



## **Electronics**

1. There is a computer in the dining area on the 1<sup>st</sup> floor available for guest use. Policies for use of this computer are located on the desk next to the screen.
2. RMHC-C is equipped with Wi-Fi. Please see the House Manager for the Wi-Fi password.
3. A fax machine is available in the main office. Guests are permitted to receive or send a fax with assistance from the House Manager.
4. Televisions with cable access and DVD players are available in the first floor dining room and the basement. Guests are permitted to bring personal televisions for use in their bedroom. Cable hook ups are not available in the bedrooms.
5. Telephones in the bedrooms are available for local calls only during office hours. Calls from the hospital will be transferred to your bedroom phone. If you need to make a long distance call, please speak with the House Manager to see if a phone/calling card is available.





## **Kitchen & Dining Area:**

The kitchen is available for guests and volunteers to prepare food.

1. Each family is provided with food storage space including one shelf in the refrigerator, one basket in the freezer and one locker in the pantry. Speak with the House Manager to receive a pantry locker key.
2. Items labeled as General Use are free for all guests to use. General use food and drinks are located in the following places:
  - General Use Fridge
  - Bottom shelf of the freezer
  - Pantry closet located next to the pantry lockers.
  - Food/snack items located in the clear containers on the counter
  - Coffee/Tea located on the counter
3. Dinner is provided by volunteers most evenings. Dinner is usually set out buffet style by 6:30pm. Leftovers are portioned and placed in the General use fridge for a period of three days. *\*Dietary Caution: Ingredients are not monitored for dietary restrictions or food allergies.*
4. Guests are asked to take only one serving per person of snacks and meals to ensure that there is enough food available for other guests
5. The kitchen is equipped with four cooking stations, four dishwashers, pots/pans, dishes/cups, coffee/tea station, cooking utensils and more.
  - Please load dirty dishes in the dishwasher that has the 'green check' visible on the front
  - Guests are responsible for handwashing larger items (pots, pans, cutting boards) that may not fit in the dishwasher
6. Food-safe cleaning spray is available for guest and volunteer use at any time.



## **Bedrooms:**

1. Sheets and towels are located in each room. The number of sheets and towels in each room is based on the number of people each room can accommodate.
2. The maximum number of people permitted to stay in each room is determined by fire code.
3. A mini fridge is located in the bedside table for breast milk or medicine storage. Please notify the House Manager if the mini-fridge in your bedroom is not cooling properly.
4. Each bedroom is equipped with a temperature sensor that is connected to the HVAC system. If your room is too cold or hot, please notify the House Manager instead of opening a window. Open windows throw off the sensor and will impact the temperature in other bedrooms.
5. Staff are permitted to enter bedrooms for maintenance or operations purposes.

## **Guest Laundry Room:**



1. The basement laundry room is open from 8:30am-9:30pm each day. Please remove your laundry promptly after each complete cycle to ensure the washers/dryers are available for other guests.
2. Laundry detergent pods, dryer sheets and powdered bleach (when in stock) are available at request from the House Manager
3. Ironing boards are located in the laundry room. The iron is available at request from the House Manager.
4. A .25 cent soda machine is located in the laundry room. Open sodas are only permitted in the laundry room, kitchen, dining room and smoking section.

## **Basement Playroom:**



The basement includes a play area with an assortment of books, toys and games and a TV area with a TV, DVD player and lounge area. The playroom toys are disinfected on a weekly basis with a food-safe cleaning product. To help keep the playroom nice for everyone, please clean up after play-time.

## **Parking Lot:**



1. The RMHC-C parking lot is large enough to provide each family with one parking space. Each family is provided with a parking pass that should be displayed in the front window of their vehicle.
2. Families with more than one vehicle are able to park additional vehicles at the hospital parking garage for free.
3. Guests are advised to keep their vehicles locked.
4. The UVA Shuttle bus is available for transportation to and from the hospital for families that prefer not to drive OR do not have a vehicle. Please see the sections labeled *UVA Shuttle* for more information.

## **Breast Pumps**



1. A hospital-grade breast pump is available for guests in the office. Guests can sign out the breast pump by leaving ID with the House Manager in exchange for the pump. ID's are returned when the pump is returned.
2. The breast pump can be signed out for a maximum of two hours.
3. Guests are required to provide their own attachments to use with the breast pumps. These attachments are available at the hospital.
4. A freezer for breast milk storage is available for guest use in the Operations office. Please speak with the House Manager for more information about the freezer.

## **UVA Shuttle**



UVA Hospital operates a free shuttle that travels to several locations around the medical center. RMHC-C is one of the pickup/drop off locations.

1. The shuttle stop for RMHC-C is located at the end of the stairs on the front side of the building.
2. Guests are advised to be ready at the shuttle stop five minutes before the arrival time.
3. Please review the schedule on the following page for arrival times. During holidays and weekends, the shuttle bus runs by request only.

<b>Monday-Friday</b>	<b>Saturday &amp; Sunday</b>
12am-4am <b>*by request, call</b>	12am-4am <b>*by request, call</b>
4am-6:25am <b>* not running</b>	4am-6:25am <b>*not running</b>
6:26 AM	6:26am-11:59pm <b>*by request, call</b>
6:56 AM	
7:26 AM	
7:56 AM	
8:26 AM	
8:56 AM	<b><u>Shuttle Contact Number:</u></b>
9:26 AM	<b>434-982-1600</b>
9:56 AM	
10:26 AM	
10:56 AM	<b><u>Shuttle Info:</u></b>
11:26 AM	Picks up at edge of stairs on 9th St
11:56 AM	Be ready at stop 5 minutes early
12:26 PM	Runs on-call during holidays
12:56 PM	
1:26 PM	
1:56 PM	
2:26 PM	
2:56 PM	
3:26 PM	
3:56 PM	
4:26 PM	
4:46 PM	
5:26 PM	
5:56 PM	
6:26 PM	
6:56 PM	
7:26 PM	
7:56 PM	
8:26 PM	
8:56 PM	
9:26 PM	
9:56 PM	
10PM-Midnight <b>*by request, call</b>	

# RMHC-C Procedures:

## Checking-in

1. Check-ins are conducted between 1pm and 9pm unless otherwise stated by the House Manager.
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.

## Checking-out

1. Guests are asked to check out by noon on the day they are planning to leave. If check out by noon is not possible, please notify the House Manager. Personal Items may be stored in the staff offices for later pick up if necessary.
2. Guests are provided with a Check-Out list as a guide for check-out procedure. Guests are asked to complete the items on the list before leaving.
3. Before leaving please make sure:
  - The House Manager knows you are officially checking out
  - You've discussed payment with the House Manager (see Room Payment below for more information)
  - You've returned any of the following items that may be in your possession: Pantry key, breast pump, Pack & Play, RMHC-C fan, etc.

## Room Payment

*RMHC-C is a non-profit, charitable organization. We ask that you consider \$15 donation per night. The actual cost of housing a family for one night is approximately \$95. RMHC-C will never turn anyone away based on inability to pay.*

1. We ask that guests contribute \$15 per night for their stay, but 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