

WELCOME TO THE RONALD McDONALD HOUSE – OAK STREET

The Ronald McDonald House-Oak Street is a home away from home for pediatric patients who have cancer or are in a life-threatening situation and their families. The Ronald McDonald House was designed and created to offer a comfortable, convenient place to live while children are undergoing treatment at area hospitals. The Ronald McDonald House-Oak Street strives to maintain a safe and supportive environment. The following information will assist with understanding the amenities, procedures and acceptable behavior at the Ronald McDonald House.



All guests are required to abide by the rules and expectations during their stay at the Ronald McDonald House. **VIOLATION OF THESE RULES AND EXPECTATIONS MAY RESULT IN LOSS OF PRIVILEGE TO STAY AT RONALD MCDONALD HOUSE.**

Rules and Expectations

Eligibility: Family members of children, age nineteen or younger, who are hospitalized and receiving treatment for cancer or another life-threatening situation, are eligible to stay at the Ronald McDonald House. Patients must be receiving on-going treatment. Each patient is allowed one room regardless of family situation.

Patient Care: Caregivers are expected to be active participants in the patient's care. Regular and routine visits to the hospital are required.

Behavior: No discriminatory, disrespectful, abusive, offensive, or illegal behavior is tolerated.

Weapons: Guns and other weapons are not allowed on RMHC-UM property.

Quiet Time: Quiet hours are between 9 pm and 9 am. Please lower your voices and be aware of the volume of the television and radio. Also, please be aware of slamming doors and running in the hallways.

Children: All children under the age of 14 must be supervised by an adult (over 18 years of age) both inside and outside of the House at all times. Ronald McDonald House does not assume responsibility for any underage children. Children under the age of 18 are not allowed to stay overnight without a parent. In addition, parents are responsible for cleaning up after their children at all times, whether in public or private areas of the House.

Visitor Policy: We welcome visitors to the House, however, ALL visitors must check-in and pass a security clearance and health screening before visiting. ALL overnight guests over the age of 18 MUST complete a Criminal Background Check before they can stay. Once visitors pass screenings they will receive a visitor badge for the day. All day visitors must check-out and leave the building no later than 8 p.m. Overnight guests will receive a family badge indicating they are allowed to stay overnight.

Leaving your Room for a Weekend: As staff at the Ronald McDonald House, we understand the desire to return to your hometown for a weekend visit during your stay here. However, due to our extended wait list of families needing rooms, we ask that you do not leave your room vacant for longer than 2 nights without prior approval from staff. For security reasons, please let the House Manager know if you will be leaving for more than one day.

Alcohol: Alcoholic beverages are permitted at the House. However, no underage drinking is permitted. Intoxication will not be tolerated and could lead to eviction from the House. Alcohol is permitted in the common areas but must be contained in a plain cup.

Smoking: Smoking is not permitted anywhere in the House. The only outdoor smoking area on the premises is located on the North side of the House outside of House 3.

Dress Code: Shirts, pants and footwear must be worn at all times in public areas. Families are reminded that this is a shared "home" and attire can be casual but should be appropriate at all times.

Drugs/Medication: Only medications that are prescribed by a licensed physician or are available over the counter are permitted in the House. No medications are permitted in the refrigerators or kitchen cabinets of the common kitchens. Medications that require refrigeration can be kept in the small refrigerator in the room. Any use or possession of a non-prescribed illegal drug is prohibited. Medications that are delivered MUST be picked up in the Program Services office and families are required to sign that they've received the medication.

Illness/Infection: Upon arrival, you must complete a health screening for you and your family members to ensure all guests are healthy. We also ask that all visitors (day and overnight guests) complete the health screening process. If you have acquired or have been exposed to an infectious disease, you **MUST** inform RMHC, UM staff immediately. You must take the necessary infection control protocols including staying in your room and wearing a mask when in public areas.

House management reserves the right to refuse current or former guests, visitors or any person, entry to the premises. We consider the peaceful atmosphere of the House to be of utmost importance. If, in the judgment of the House Manager, such guests, visitors or other persons are, or threaten to be disruptive, the guest(s) will be asked to leave.

Health, Safety and Security

Emergencies: In case of an emergency, guests are required to follow all instructions given by the Fire Department, Police Department, and House Management. Guests should review the information located on the back of the guest room door. In the event of an emergency, guests should contact the House Manager at 612.805.3467.

Security: House doors are locked at all times. Each family is issued 2 key access cards upon check-in. Key cards are to be in the possession of adults, not children. Do not allow anyone into Ronald McDonald House unless you are personally expecting them. Anyone who comes into the residence will have a key card or can contact staff for assistance. The Ronald McDonald House is not responsible for any theft or losses incurred by guests during their stay.

Incendiary Devices: Incendiary devices (i.e. candles) are not permitted anywhere in the Ronald McDonald House. Electric candles, if needed, can be made available for religious holidays.

Incident Reports: If there is an accident or injury of any kind on RMH premises, please alert a staff member and complete an incident report.

Pets: Pets are not permitted at Ronald McDonald House.

Cooking: Cooking devices such as hot plates, skillets, toaster ovens, etc. are not allowed within guest rooms. Some rooms are equipped with a microwave and we ask that guests use extreme caution when using these. Guests are welcome to use the fully equipped kitchens located on first floor.

General Services

Program Office: Located on the main floor of House 1, the Program Office is open every day from 8:30am–8:00pm. If you have questions or concerns about anything, please stop in and talk to a staff member. The Ronald McDonald House cell phone is also always available for emergencies: 612.805.3467

Administrative Offices: Located through House 3, this main office entrance is 818 Fulton St SE. It is open from 9am-5pm. Our staff offices and Donor Atrium are located there.

Babysitting: Neither staff nor volunteers are permitted to babysit for families. Exceptions may be made for House sponsored events such as Parents Night In.

Beverages: Juice, soda, and water may be purchased (\$.25) from one of our beverage machines located in the basement of House 1 or 3.

Cleaning Supplies: All supplies are provided by the Ronald McDonald House for cleaning guest rooms and common areas. Supplies are located in either of the Help Yourself Pantries (House 1 or 3). Guests can contact the House Manager if supplies are needed.

Ice Machine: The ice machine is located in the closet between the Cooks for Kids kitchen and House 4 fireplace.

Mailing: Guests are able to mail letters and packages through the Administrative office. We can ship via the postal service or UPS. Guest mail is delivered each afternoon to individual rooms. The mailing address for families is: 621 Oak St. SE, Minneapolis, MN 55414.

DVDs: DVDs are available in the Twins Lounge, in House 1. Please return movies when you have finished viewing them so other guests may enjoy them.

Playrooms: Playrooms are located on the first floor. Please return the toys to their appropriate place after use and make sure the playroom is in order for the next family to enjoy.

Game room: The Game Room is located in the basement of House 3. Arcade games are available to play free of cost. Please be courteous and clean any mess after spending time in the game rooms.

Laundry rooms: Free washers, dryers, detergent, bleach and dryer sheets are provided for your use. Please be courteous to other families when using the laundry, and do not remove other families' clothing from the washer or dryer without their permission. Please see Program Services staff if there is a concern.

Exercise room: The exercise room is located in the basement of House 1. The exercise room is kept locked, but it is available for use 24 hours per day. Children under the age of 14 are not allowed in the exercise room without supervision by an adult.

Gym: A half-court basketball gymnasium is located in the basement of House 4. Basketballs and other toys are available. Gym hours are 9am-9pm.

Scrapbooking Room: Located on the main floor of House 3. The Scrapbooking supplies in this room are free to use and keep. The key to this room can be checked-out in the Program Office.

Movie Theatre: The Movie Theatre is located in the basement of House 1. The theatre is only available for use during show times scheduled by staff. Please see the weekly calendar for movie information.

Kitchens: Kitchens are the shared responsibility of all families. Promptly rinse dishes and utensils and place them in the dishwasher. Do not leave dishes out in the sinks or on the counters. If you need additional refrigerator space other than your room's mini-fridge, feel free to store food in the refrigerators/freezers in the common area family kitchens. Label any food with your last name, room number and date. Please avoid storing personal food in the Cooks for Kids kitchen (where the volunteers serve dinner). Anything in those refrigerators is community food.

Help-Yourself Pantries: Donated food items are located in the Help Yourself Pantries and in the refrigerators and freezers. These items are either labeled "House" or are unmarked. In addition, donated items are readily available on the counters for families to enjoy. Cleaning supplies and paper products are also in the pantries.

Trash: Families are responsible for collection and disposal of their own room trash and recycling. Dumpsters are located in the parking lot on Ontario Street. Paper, plastic and aluminum recyclables can be placed in the recycling dumpster together. Please empty trash promptly to control pests and ensure well maintained/clean rooms.

Transportation/Parking: The University of Minnesota Children's Hospital Masonic provides transportation to and from the hospital 24 hours a day, 7 days a week. The shuttle service runs on a regular schedule from 8am-8pm, picking up on the hour and half hour (i.e. 8:00, 8:30, 9:00, 9:30...). To arrange a ride after the scheduled run times, call 612-273-4544. Pick-up is at the main entrance in the turn-around. Parking lots are located off Fulton Street and Ontario Street. All vehicles must have an RMH parking permit.

Phones: A private phone is located in each of the guest rooms. You will receive the phone number upon check-in along with directions for setting up the voicemail. Calling cards must be used to make long-distance call. For your safety and privacy, staff members will not give out guest room phone numbers to anyone other than hospital personnel.

Maintenance Needs: If you notice that your room or any common area has maintenance need, please tell a staff member in the Program Office. Maintenance request forms are available for completion. The Ronald McDonald House is a huge space and we appreciate your help in keeping up on what needs to be done. Monthly room inspections will be done by program and maintenance staff.

1st week of month = House 1

2nd week of month = House 2

3rd week of month = House 3

4th week of month = House 4

Photography Service: Jim Bovin is a talented photographer who photographs RMH families free of charge! He takes the pictures here at the House or at the hospital. Please talk to a staff member in the program office to set-up a session with him.