

Guest Agreement

Ronald McDonald House Charities of Baltimore's House Policies

The Ronald McDonald House Charities of Baltimore, Inc. (RMHC) provides a temporary "home-away-from-home" for families of a pediatric patient (age 21 and under) who are undergoing medical treatment in an area hospital. Accommodations at RMH are provided only for parents/guardians, siblings or essential caregivers who are directly involved in the daily care and support of the pediatric patient.

In return for the services and accommodations provided by the Ronald McDonald House, I agree that all members of our party, including guests, will abide by the policies of the Ronald McDonald House. I understand that we may be required to leave the Ronald McDonald House immediately, at any time, if management determines in good faith that we have broken the House policies.

Grounds for immediate dismissal from the Ronald McDonald House

- ♥ **SMOKING** – We have provided a smoking area at the back of the House. All interior spaces at the Ronald McDonald House Charities of Baltimore, Inc., including guest bedrooms and bathrooms, are smoke-free. Please know that at no time can you smoke in front of the House or anywhere except the back designated smoking area. Two cigarette butt receptacles have been provided at the back of the House. Please do not put your cigarette butts anywhere except in the receptacles. The smoke-free policy includes, but is not limited to cigarettes, tobacco, smokeless tobacco and devices such as e-cigarettes, pipes and vaporizers.
- ♥ **ALCOHOL AND DRUG USE** – No alcohol or illegal drugs will be used, consumed or stored anywhere on Ronald McDonald House property. This includes the consumption of alcohol or drug use off-site and returning to the House impaired. The use and/or possession of marijuana, even if for a medical necessity or debilitating medical condition, is strictly prohibited.
- ♥ **POSSESSION OF WEAPONS OR FIREARMS** - Weapons and/or firearms of any type are strictly prohibited inside or on the grounds of the House, including the parking garage.
- ♥ **HARASSMENT** - RMH does not condone any form of harassment, joking remarks, bullying or other abusive conduct (including verbal, non-verbal and physical conduct) that demeans or shows hostility directed at another individual(s).
- ♥ **BEHAVIOR** – Any act of physical or verbal aggression that is illegal, disruptive or unsafe will not be tolerated. This includes abusive or obscene language and gestures.
- ♥ **USE OF AN OPEN FLAME** – such as candles, is strictly prohibited.
- ♥ **FALSE INFORMATION** – Any family knowingly providing false information on forms required by the Ronald McDonald House will be asked to leave immediately.

I authorize the Ronald McDonald House to receive or communicate any information concerning the patient with any medical institution or personnel.

I understand that the staff of the Ronald McDonald House has the right to enter our room for: routine maintenance, suspected smoking alcoholic beverage, or illegal drug use, loud noises or

fighting, guest that have not been seen for several days or random room checks at their sole discretion.

I understand that all members of my party will be required to wear the appropriate colored wristband at all times while on Ronald McDonald House property.

I understand no animals are allowed on Ronald McDonald House property except for service animals.

I also understand and agree that RMHC assumes no responsibility for theft, loss, or damage to personal property of guests and/or visitors in-House or vehicles in the parking areas. The House does not provide fire or casualty insurance for your personal property. Please take appropriate steps to ensure that your car, valuable and any personal items are protected.

For your security the Ronald McDonald House has 24 hour surveillance.

Guest Polices

1. Food and drinks (other than water) may be stored and consumed ONLY in the kitchen/dining areas. Fresh fruits and vegetables must be kept in the refrigerator. Guests are required to clean up after cooking, eating and drinking. This includes, but is not limited to, cleaning the counter and cooking area; loading all dishes used in the dishwasher, unloading the dishwasher, cleaning the tables. At no time can be food be left on the stove or in the oven without a family member present.
2. The House provides meals served by volunteers on a regular basis. Food served by volunteers is not prepared in accordance with any religious oversight and is not screened for potential allergens (i.e., shellfish, peanuts). Although the House has food safety guidelines for its volunteers, we cannot guarantee the safety of any food prepared or served by volunteers.
3. Any patient, as well as anyone 21 years of age or younger, can never be left alone in the House. Children under the age of 5 must be supervised by a parent in the same room with them at all times. Children 5 through 10 must be supervised by a parent in the same or adjoining room at all times. At no time can one family watch the child(ren) of another family. Also, volunteers and staff are not permitted to supervise children.
4. Persons exposed to or having contagious illness should notify the office immediately and may be required to vacate the House.
5. Guests are required to properly handle and dispose of any potentially infectious materials. This includes hypodermic needles.
6. If a guest must be absent from the House, the front desk staff must be notified. If a guest requests to be absent from the House for greater than 48 hours, Ronald McDonald House Charities of Baltimore reserves the right to ask the guest to check out. We understand that emergencies may occur that call families away from the House unexpectedly and without notice. However, the Director of Operations must be notified within 24 hours of such an incident. The Director of Operations will then determine if a family needs to vacate the room. Determination will be made based on several factors such as expected length of time away from the House, nature of the emergency, etc.

7. Quiet hours are from 9:00 p.m. to 9:00 a.m. Loud and/or disruptive behavior is not allowed at any time. However, guests should take special care to be respectful of other guests' need for rest during quiet hours.
8. Social workers and case workers at the hospitals advise RMHC staff if a family is not spending the recommended amount of time with their sick child or are, in any way, not caring adequately for the child. More than one instance of this type is grounds for requiring the family to vacate their room at the Ronald McDonald House. If there are extenuating circumstances (i.e. the parent has a contagious illness and should not be around the child, etc.), the guest must contact the RMHC staff to advise them of the situation.
9. Visitors are allowed in the House between the hours of 9:00 a.m. – 9:00 p.m. All visitors must register at the front desk, receive a visitor wristband, sign-in and out. House guest are responsible for ensuring that all visitors abide by House policies. Visitors are welcome in all common areas of the House but are not allowed in guest rooms.
10. An appropriate dress code must be maintained at all times. Offensive and/or revealing clothing cannot be worn in the House. Pajamas and/or night clothes are not permitted outside of your guest room. Shoes or slippers must be worn at all times. Individuals refusing to comply with the established dress code shall be asked to leave the premises.

Lodging at the House is a privilege and not a right. All guests are expected to abide by the rules of the Ronald McDonald House AND to act responsibly and respectfully in all instances which may or may not be outlined in this document. All guests are required to read the full House policies in your House information book located in your guest room.

My signature acknowledges that I have read and agree that everyone staying in my guest room will adhere to all Ronald McDonald House policies. I have read a brief description of the most impactful policies (as shown above) and I agree to read the full policies within 12 hours of my arrival. The full list of policies can be found in the House information book located in your guest room. My signature also acknowledges that I have truthfully answered the Guest health screening questions below for everyone staying in my guest room.

Guest health screening questions

Please answer YES or NO to all of the questions below, for everyone staying in your guest room

HAVE YOU HAD ANY OF THE FOLLOWING:

YES NO Fever higher than 100.4° F (38.0°C) in the past 2 days?

YES NO Vomiting in the past 2 days?

YES NO Stiff neck or headache with a fever in the past 2 days?

YES NO Diarrhea in the past 2 days?

YES NO Current skin lesions that are “weepy” (fluid or pus-filled)?

YES NO ANY current skin rash?

YES NO Current cold or flu symptoms (runny nose, cough, congestion)?

YES NO Exposure to Tuberculosis (TB) in the past 2 months?

YES NO Exposure to any of the following within the past 3 weeks:

Chickenpox

Household member with head lice

Measles

Whooping Cough

Contact the Director of House Operations to discuss any “yes answer above, prior to allowing entry.

CHICKENPOX STATUS:

YES NO Have you had chickenpox or shingles before?

YES NO Have you been vaccinated against chickenpox (varicella)?

Please Print Name: _____

Signature: _____

Date: _____

Additional House Information, Policies and Procedures

Eligibility criteria

- The Ronald McDonald House Charities of Baltimore, Inc. (RMHC) is for use only by families of pediatric patients who are undergoing medical treatment for illness or injuries at a nearby medical facility. In keeping with the American Academy of Pediatrics, we define “pediatric patient” as those age 21 and younger.
- Eligibility – The priority criteria for eligibility has been implemented because many times the House cannot meet the demand for services and has a waiting list for rooms. The priority criteria are as follows:

First Priority – Oncology families

Second Priority – Shock Trauma, Children awaiting transplants and ICU families

Third Priority – All other families

Within each priority, preference is given to the family that lives farthest from the House

- Distance policy for Oncology and Shock Trauma Families: Oncology and Shock Trauma families have no distance requirement. Based on communication with referring hospitals, these families need to be minutes away from the hospital. Therefore, any mileage requirement is waived for those families.
- Distance policy for all other families: All other families must live at least 30 miles from RMHC.
- Accommodations at RMHC are provided only for parents/guardians, siblings or essential caregivers who will be directly involved in the daily support of the patient.

General

- Visiting your child at the hospital is essential and must be your first priority.
- Guests may not use the House as a permanent legal address (e.g., to set up accounts).
- Office hours are:
 - Monday through Thursday 8:30 a.m. – 11:00 p.m.
 - Friday 8:30 a.m. – 9:00 p.m.
 - Saturday and Sunday 9:00 a.m. – 9:00 p.m.
- In an emergency the Guest Services Manager on duty can be reached 24/7 at: 410-440-6931.
- Quiet Hours: 9:00 p.m. – 9:00 a.m., seven days a week. Please be considerate of others at all times. Be aware that noise travels from the kitchen and all first floor areas to the guest rooms. Please keep the volume on the televisions low and speak quietly during quiet hours. **If there is a noise during quiet hours that disturbs you, please contact the Guest Services Manager on duty immediately.**
- A \$5.00 swipe card replacement fee will be charged for any lost swipe card.
- Be respectful. Do not make offensive comments or disparaging remarks about guest families, volunteers, sponsors, donors, business partners, suppliers, staff or the House.

- If not all family members are present at check-in to read the Guest Agreement, it is your responsibility to make sure that all family members abide by our policies.

Emergency and Safety Procedures

- The House is equipped with smoke detectors in every room, an automatic fire alarm system, a sprinkler system and carbon monoxide detectors. If you see smoke or a fire, pull the nearest fire alarm. Notify the front desk at x0.
- If the fire alarm is activated, everyone in the House must evacuate the building using the nearest emergency exit.
- Do not use the elevators in the event of a fire.
- The House meeting area is directly across the street at the Hope Lodge.
- If you are unable to leave the House using the emergency stairs, please enter the emergency stairwell, close the door behind you and wait for the Fire Department. All emergency exit doors are fire proof doors so you may safely remain in the emergency stairwell for a minimum of one hour.
- In the event of a medical emergency, call 9-1-1 immediately. The Guest Services Manager on duty will meet the emergency responders at the front door and escort them to your room. The Guest Services Manager will also call 9-1-1 at your request.

Safety and Security

- RMHC conducts a formal criminal history background check on all individuals 18 and older applying for temporary lodging.
- The safety of all RMHC families is very important to us. Please speak with the Director of House Operations if anyone planning to stay with your family has a restraining order or “no contact” order.
- The House reserves the right to refuse admittance to any potential resident or guest with a criminal felony conviction that may threaten the health, safety, welfare, and ability of other individuals to peacefully enjoy the House (e.g., violent crimes, domestic violence, child abuse, sex offense, illegal drug activity, burglary and/or theft).
- RMHC also will not admit any individual who provides false, incomplete, or misleading responses during the criminal history background check.
- RMHC also reserves the right to expel a guest for any inappropriate, irresponsible, or criminal behavior that takes place while temporarily residing at the House.
- If you are entering the House and someone not in your family is behind you, please do not use your swipe card. Ring the doorbell and alert the Guest Services Manager on duty that you are staying at the House and that there is another person, not with you, also trying to access the House.
- No personal appliances such as toasters, hotplates, heaters, etc. may be used in your room.
- Candles, incense and open flames are not allowed in the House.
- All exterior doors in the House are secured. Do not admit anyone to the House unless they are with your family. Ask the party at the door to wait and locate a staff member.

- Please make sure all doors shut when you enter the House. Under no circumstances should any door be propped open.
- Please be aware that security cameras are located in all communal areas for your protection. The security tapes are reviewed on a regular basis.
- Please make sure that children treat House toys and furniture appropriately. Roughhousing and destructive behavior is disruptive to other residents and is unfair to children who will use the House in the future.

Food, Beverage, Kitchens

- Each family is assigned refrigerator and pantry space by room number. Although we provide this space for you, it is limited. Freezer space is especially limited so please be considerate of other families who need to use the same space. Please make sure you only use the space assigned to your room. If you aren't sure where your space is located, please ask at the front desk.
- During your House tour the Guest Services Manager will show you our "free food" refrigerator and pantries. Please note that all other refrigerator and pantry food has been purchased by our families and is their property.
- If your child is in the feeding program at Kennedy Krieger and you need a "quiet" dining option, please see the Guest Services Manager on duty for available options.
- Guests are required to clean up after cooking, eating, and drinking. This includes, but is not limited to: cleaning the counters and cooking areas, loading the dishwasher and starting it if it is full (or emptying it if the dishes are clean), cleaning the tables, etc. Please do not leave dirty dishes on the stove tops, countertops or in the sink.
- Guests **must** stay in the kitchen when the oven or stove top is in use or when cooking.
- Unattended children are not allowed in the kitchen area.
- Each day our kitchens close for cleaning. The third floor kitchen is closed for cleaning between 1:00 p.m. – 2:00 p.m. During that time please use the second floor kitchen. The second floor kitchen is closed for cleaning between 2:00 p.m. – 3:00 p.m. During that time please use the third floor kitchen.

Health Care, Hygiene and Medical Equipment

- It is the RMHC policy to prohibit the use of latex balloons within the House. This restriction is necessary because many patients, visitors and staff are sensitive to latex. This sensitivity can have severe consequences to the health of individuals in our House.
- For safety purposes, breast milk and medications cannot be kept in the kitchen refrigerators or freezers. If you need storage for breast milk or medications, please notify the front desk. They will provide a small in-room refrigerator for storage of those items.
- Needle boxes must be used for the disposal of hypodermic needles. You must provide your own needle box. At check-out please dispose of the needle box off-site, not in the trash.
- RMHC is not a medical facility. We do not supply or modify rooms to accommodate specialized air flow, suction machines, hospital/medical beds, or equipment that requires

uninterrupted electrical power. This does not apply to self-sustaining, durable medical equipment such as portable oxygen tanks and infusion pumps. However, families are responsible for battery backup for their equipment.

- Families are solely responsible for treatment as well as devices and medications. Furthermore, RMHC does not provide medical treatment, assistance or medications of any kind.
- Families are responsible for arranging the pick-up and return of all medical equipment.
- Pin care, diaper changing, tube feeding and other personal care should only be done in the privacy of your guest room.
- RMHC staff does not provide counseling, therapy or social work intervention. Ideally, RMHC families have access to such services from their referring hospital, in the Baltimore area, or in their hometown community.

Room Care, Use and Length of Stay

- Your guest room was assigned to your family based on the number of people authorized to stay in the room and rooms currently available. At no time can the room occupancy exceed the local fire code.
- If you wish to have another person authorized to stay in your room, your social worker/case worker must contact the front desk with the name of the person, relationship to the patient and DOB. Only immediate relatives and those involved in the day-to-day care of the patient can stay at the House. In addition, criminal background checks are run on all persons 18 and older. No one with a criminal conviction that may threaten the health, safety, welfare, and ability of other individuals to peacefully enjoy the House (e.g., violent crimes, domestic violence, child abuse, sex offenders, illegal drug activity, burglary and/or theft) will be allowed in the House.
- When you arrive you will find your room neat and clean. During your stay it is your responsibility to keep your room clean. If your room does not have cleaning supplies please notify the front desk and they will provide them for you.
- In addition to keeping your guest room tidy, you are responsible for cleaning up after yourself in all common areas.
- During your stay you are also responsible for taking your own trash out to the dumpster. The Guest Services Manager on duty can direct you to the dumpster. Your trash cannot be put in any House trash cans.
- At no time should you give your room code to another family. In addition, at no time can another family enter your room.
- To prevent damage to “our home” do not mount, hang or adhere any item to House furniture or walls.
- Here at RMHC we book families for a maximum stay of 90 consecutive days.
- Extensions beyond the original check-out date must be requested by your social worker or doctor’s office. This request must be made as soon as possible or we may be unable to accommodate to consider extending your stay. A request for an extension does not guarantee that we will be able to extend your family. Extensions will be based on several factors which include, but are not limited to who is on the wait list (higher priority

families, families who live farther from the House, updates from your social worker, etc.), amount of additional time needed, etc.

- If items of value are left or abandoned, such as clothing, the House will attempt to identify and notify the owner. After 30 days, the House reserves the right to dispose of those items.

Computers

- Parents are responsible for what their children view and do on the computer. Please supervise your child's computer use. Viewing of pornographic or inappropriate material on RMHC computers is strictly forbidden. We have firewalls in place to protect everyone. These firewalls mean that you will be unable to download items to our House computers.
- The House provides Wi-Fi for all families. When choosing the Wi-Fi connection, please choose Wayport. If you have any problems with the Wi-Fi, please notify the front desk so they can place a service call.
- To conserve printer ink and paper, please only print essential items.

Privacy and Social Media

- In order to protect the privacy of guests, photos taken at the House which show other families may not be used in social media such as blogs, Twitter, or Facebook without the written permission of the family shown in the photo. Also, any family member wearing an orange wristband has requested that no photos be taken of them.

Check Out

- In order to prepare your room for the next family, check out time is no later than 11:00 a.m.
- Collect all trash and place it in the exterior trash dumpster.
- Strip beds. Put bedding and towels in the laundry basket.
- Remove all your food from the refrigerator and pantry shelves.
- Return any borrowed DVD's.
- Double check your room to be sure you have all of your belongings. RMHC is not responsible for any items left behind.
- Return the card key, wrist band and guest exit survey to the front desk.

After Hours Emergency Contact

- After office hours, the Guest Services Manager on duty can be reached at extension 213 or on the emergency cell phone (410-440-6931). Please do not hesitate to contact the Guest Services Manager if you have a concern or need emergency assistance.