Ronald McDonald House®
Southeastern MN & Western WI

The mission of Ronald McDonald House Southeastern MN & Western WI is to provide a home away from home and caring support to families seeking medical care for their children. It is our policy to treat guest families and others fairly, with compassion and without discrimination.

Families and their visitors are required to keep the atmosphere at our House as home-like and stress-free as possible. Everyone is expected to interact in a positive manner and treat others fairly, with compassion and without discrimination.

General Requirements:

- The patient & family must continue to meet general Ronald McDonald House Southeastern MN & Western WI eligibility requirements during their stay.
- The patient must be receiving medically necessary ongoing care inpatient or active outpatient (minimum 4 appointments per week). You will be required to provide your child's appointment schedule weekly.
- Patient must be 18 years of age or younger.
- Families cannot be residents of Olmsted County for their entire length of stay.
- Patients must have an adult guardian or caregiver (defined as the person who is responsible for making medical decisions on behalf of the patient) with them during their entire stay.
- Anyone who will be staying at our House in Rochester or visiting, must be infectious disease free for 21 days. If anyone staying at our House becomes ill or exposed to an illness, please notify a House Manager immediately.
- Anyone who will be staying at our House or visiting, must review and answer all the Safety and Security questions. If an answer is "yes," it may impact your ability to stay/visit.

Safety & Security:

- Disrespectful, discriminatory, unsafe, disruptive, abusive (corporal punishment), offensive, suggestive, sexual, or illegal behavior (including the viewing or listening of images or messages) will not be tolerated.
- Alcohol, illegal drugs, firearms, knives, or other weapons are not allowed in our House or on House property.
- Open flames (candles, incense, matches, lighters, etc.) are not allowed at any time.
- **Smoking/vaping** of any kind is not allowed in our House or on House property.
- Staff reserve the right to enter and inspect guest rooms at any time.
- Staff will conduct operations check on a guest room after every 60 consecutive days of a guest stay, to ensure particulars of the room are in working order.
- Families are allowed to have a maximum of five people in their guest room.
- If families have an overnight guest that was not registered at the initial check in, he/she/they overnight guest must be reported to the House Manager. They must register with a House Manager before staying overnight and review applicable infectious disease questions, safety and security questions and complete Release of All Claims
- Visiting hours are 9 a.m. - 8 p.m. daily. You are responsible for your visitor's behavior at our House.
- All visitors must register at the front desk with a staff member or volunteer, receive a visitor badge and review applicable infectious disease questions, safety and security questions and complete Release of All Claims.
- Only adults 18 years of age and older are allowed access to and use of the Exercise Room. No patients, 18 years old or younger, or children under the age of 18, are allowed to enter or use the Exercise Room.

Parent Requirements:

- Patients 18 years and younger and any other children under the age of 18, cannot be left alone at our House. **Other guest families, volunteers, or staff members are NOT allowed to watch your children.**
- Children/patients must be supervised by a parent or guardian at all times.
    - Children/patients 14 years old and younger must be in their parent/guardian's sight at all times.
    - Children/patients 15-18 years old must be within hearing distance of their parent/guardian at all times.
- The House does not assume responsibility for unsupervised children.
- Parents/caregivers are expected to be active participants (attend appointments, spend time at the hospital with patient, etc) in their child's care.
- Staff will conduct a wellness check after every 30 days to ensure that your family's needs are being met to the best of our ability.
- Families are allowed to be gone from Rochester for two consecutive nights during a week stay without checking out. Please let the House Manager know if you are not going to be at our House.
- Families are expected to check out of our House within 24 hours of being discharged from the hospital or from their last medical appointment.

Community Living:

- Families are required to clean up and sanitize after using **any public area**.
- Quiet hours are from 10 p.m. - 8 a.m. every day. This includes the public areas and your guest room.
- Please be respectful of all guests, volunteers, and staff at our House. Courtesy is expected of everyone in our House.

Guest Privacy:

- Ronald McDonald House Southeastern MN & Western WI may exchange necessary information with Mayo Clinic, human service agencies, law enforcement, or other agencies to facilitate serving unique situations or the needs of your family. By signing this document, you authorize this exchange of information.
- Ronald McDonald House Southeastern MN & Western WI requires guests to respect the privacy of other guest families or visitors at all times, including the use of social media.

By signing this agreement, I/we understand and agree:

1) To abide by these rules, expectations, and applicable policies and to inform my family/guests/visitors of these as well.
2) If my child/family does not meet general eligibility requirements and/or if we fail to abide by our House rules, expectations, and applicable policies, we may be asked to leave our House.
    - If you are asked to leave our House due to not meeting general eligibility requirements and/or due to not abiding by our House rules, expectations, and applicable policies, this may jeopardize future stays.
3) I understand that the above Rules and Expectations agreement are good for one year.

Signature: _____Date: _____