Ronald McDonald House®
Michiana

Guest Handbook

Dear Guest,

Welcome to Ronald McDonald House® Michiana. Our mission is to provide a home-away-from-home for families like yours during this difficult time.

In this handbook, you will find house rules, guidelines, and some helpful hints for staying at the Ronald McDonald House® Michiana that we hope will make your stay easier.

The Ronald McDonald House® Michiana is a community volunteer effort that requires the cooperation of each guest in residence. All guests and their visitors must comply with the house rules to ensure a comfortable and supportive environment for everyone. If a guest or visitor is unwilling or unable to comply with these rules – the privilege to stay will be forfeited.

A resource book containing additional information about South Bend, as well as a list of available amenities in this area are available in the common areas and guest rooms.

If there is anything that you need during your stay, please ask a staff member or volunteer on duty. The 3rd floor common areas are open from 9:00 a.m. – 9:00 p.m. Those with an overnight room will have 24-hour access to your room on the 2nd floor. Staff are on site 24 hours per day and the house is video monitored for your safety.

Please let us know if there is anything we can do to make your stay more comfortable.

We are here for you. Please feel free to contact me at any time with any questions or concerns that you may have. It is our hope that this will be a soft place to land for a little while.

Helping families stay together,



Kellie Montgomery
Director of Operations
574-647-7711

Ronald McDonald House® Michiana

Ronald McDonald House® Michiana is available to anyone with a hospitalized child under 21 years of age; the family of a mother hospitalized prior to delivery in Special Care Obstetrics (SCO) and families of children receiving outpatient services.

RULES & INFORMATION

- The 3rd floor common area is open from 9:00 am - 9:00 pm daily. The 2nd floor has 24 hr. access with key cards that are issued to overnight families only. Day guests are permitted only on the 3rd floor.
- All guests must be registered and complete a background sex offender check.
- All registered guests over the age of 18 will be required to wear a wristband for identification.
- Primary support people listed on your registration card will be admitted with a wristband and may partake in meals.
- Visitors can enter with a registered guest – we ask that visitors do not partake in meals.
- Children under age 16 years using Ronald McDonald House® Michiana must be always with a parent or family member.
- No patient who is admitted under hospital care can use Ronald McDonald House® Michiana. Patients who are receiving outpatient care can stay with their parents.
- Cell phones are allowed in the house. Please do not disturb others.
- **IN AN EMERGENCY – DIAL 911.**
- NO-smoking, drugs, alcohol, tobacco, weapons, foul language, or pets allowed in the Ronald McDonald House® Michiana.
- Breast milk or medications that need refrigeration must be stored in the mini fridge inside your bedroom or on the unit. Storage of breast milk and medications is prohibited in the family kitchen areas.
- Ronald McDonald House® Michiana is not responsible for personal belongings.
- Clothing and Shoes are always required.

OVERNIGHT BEDROOMS

- If you would like a bedroom, ask a nurse, social worker, or doctor to send a referral form.
- If you have a bedroom, you will be given a key that will give you 24-hour access to the house.
- **ROOM KEYS ARE NOT ALLOWED TO LEAVE THE HOSPITAL CAMPUS!** Please leave your keys with a staff member or inside your room if you need to leave the hospital. The staff or security will let you back into your room when you return. There is a $25 fee for lost or unreturned keys.

KITCHEN & FOOD

- Meals are for the immediate family of the patient. (parents, brothers, sisters, and primary support)
- All meals are consumed at your own risk. Foods are not marked for potential allergies.
- Only the people you designate as primary support are allowed to eat or come to the Ronald McDonald House® Michiana without you.
- Food is not allowed in the bedrooms.
- Personal food should be stored in the refrigerator with a family sticker label. Please keep stored food to a minimum and it must be contained inside a container so that all families have room for storage. When checking out, please remove your food items or move them to the house refrigerator for other families.
- Please rinse your dirty dishes, pots & pans and place them in the dishwasher.

LAUNDRY SERVICE

- 3RD floor laundry is available to Day Guests. Please remain in the house while laundry is being done. Day Guest laundry room hours are 9:00 a.m. to 9:00 p.m.
- 2nd floor laundry is available 24 hours per day for overnight guests only. Please remove laundry from the machines promptly so that others can use the machine.

3rd FLOOR BATHROOM & SHOWER

- Please clean up the bathroom after use; wipe the shower area dry & put towels in the hamper. Toiletries are available. Please let a staff member or volunteer know if there is anything you need.

WHEN YOU OR YOUR VISITORS DO NOT FOLLOW THE RULES

- You are responsible for yourself and your visitors. Everyone must follow the rules of the Ronald McDonald House® Michiana to make it a safe, clean, and quiet place for everyone. If you or your visitors do not follow the rules you may be asked to leave.

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GETTING TO KNOW US – What do we mean when we use the following terms at the house?

GUEST

- A parent or legal guardian of a hospitalized child under the age of 21 or the family of a mother hospitalized in Special Care Obstetrics.

OTHER APPROVED GUEST

- A person who might be here for the child in place of Mom or Dad. For example, Grandma is here with Mom while Dad is working.

SIBLING

- A brother or sister of the child in the hospital.

VISITOR

- A family member (grandparent, aunt, etc.) who is visiting you and your child while you are using the Ronald McDonald House® Michiana. Visitors under the age of 16 must be always accompanied by an adult.

PATIENT & HOSPITAL STAFF

- Guests using the Ronald McDonald House® Michiana are seeking an escape from the hospital environment; therefore, hospital staff (unless in a volunteer capacity) and hospital patients (unless in an outpatient status) are not allowed in the Ronald McDonald House. Ronald McDonald House® Michiana is not capable of or liable for medical care, which hospital patients require.

THE RIGHTS OF OUR GUESTS

- Guests have the right to be informed of the rules and procedures of the Ronald McDonald House® Michiana.
- Guests have the right to ask questions.
- Guests have the right to be treated fairly with kindness and respect.
- Guests have the right to privacy and confidentiality of their situation.
- Guests have the right to meet other families who are having or have had an experience like yours.

DAY GUEST

Anyone who has a hospitalized child under 21 years old, the family of a child receiving Outpatient Services and families of hospitalized mothers in Special Care Obstetrics can use the Ronald McDonald House® Michiana during the day between 9am-9pm. Day guests are restricted to the 3rd floor. Day guests can use all services that the house provides without the use of an overnight room.
When maximum capacity is reached, only two people per patient will be allowed. This policy applies to guests already in the room and to new visitors. This rule is not enforced when the Ronald McDonald house is not crowded.

OVERNIGHT GUEST

You can ask for an overnight room by speaking with a nurse, social worker, or doctor to send over an overnight referral form. If a room is available – we will get you right in! If we are full, we will place you on a waiting list and contact you as soon as a room is available for your family. Rooms are approved every day. ***Only one bedroom is allowed per family.**

BACKGROUND SEX OFFENDER REGISTRY CHECKS are performed on all guests over 18 years old. Please list everyone who is staying overnight at the Ronald McDonald House® Michiana on your guest registration form. Any

registered sex offenders will not be permitted to use overnight services. For the safety of all guests; we provide 24-hour video monitoring throughout the house.

Who can stay in the bedroom overnight?

- Adults over the age of 18 years old.
- Single parent 17 or younger with a parent/guardian
- Two married minors (under 18), as they are "emancipated minors"
- See Director for approval of any other situations

Who cannot stay in the bedroom?

- Minors without a parent or Guardian
- Visitors
- Any patient who is currently admitted in the hospital. (i.e., Mothers who have not been discharged or children receiving inpatient care.)
- Anyone listed on the sex offender registry.

BEDROOM RULES

- Sleep attire is restricted to the bedroom area.
- Quiet time is 10:00 p.m. until 8:00 a.m.
- Please keep your room clean and keep your personal items and toiletries in your room.
- Cribs and toddler cots are available for infants and young children.
- Daily cleaning will take place in all bedrooms/bathrooms.

Bedrooms are for the use of overnight guests only; visitors are not allowed to use the bedrooms or access the 2nd floor. Maximum room occupancy will be enforced as determined by the building administrator.

While every effort will be made to ensure guest privacy and comfort, the Ronald McDonald House® Michiana has the right to enter any room without prior notice to the guest. This includes entry for maintenance purposes or if a violation of Ronald McDonald House® Michiana rules is suspected. If your room has been entered in your absence, you will be notified.

KEYS

Adult overnight guests will be provided with a key card that unlocks his/her assigned bedroom door and the common areas of the house. Keys are the property of Ronald McDonald House® Michiana and are not to be given to anyone. **Visitors are not allowed to use Ronald McDonald House® Michiana keys**. You must return the key(s) at checkout. A charge of $25 per key will be charged for any key(s) not returned at checkout or that are lost.

- **If at any time your key goes missing – report it to the staff immediately for the safety of you and all our guests. Failure to report lost or stolen keys could result in the loss of your overnight privileges.**
- ***Keys are never to leave the hospital campus. Please give them to a staff member or leave them in your room if you need to leave the hospital.***
- ***Keys should remain on the lanyard provided to you and always worn.***

CHECK-IN AND CHECK-OUT

Overnight guests can check in 7 days a week between 9:00 am - 9:00 pm. After 9:00 pm, overnight staff will assist you until midnight. Families can stay as long as needed while their child is hospitalized – so long as another family with an urgent need does not need the room. The staff will do everything possible to accommodate families.

Please notify the reception desk as soon as you know you are leaving so the room can be prepared for another family. When you are ready to leave, please check the following items.

- ✓ Strip linens from the beds and place them in the laundry bag provided in your bedroom. Please do not remove the zippered mattress cover from the bed.
- ✓ Check drawers, under furniture, and bathroom for personal belongings.
- ✓ Check the refrigerator for your personal food items and either move to the house refrigerator for other families or dispose of it properly.
- ✓ Be sure to take with you any needle boxes you have had in your room. Do not dispose of them in the Ronald McDonald House® Michiana. Please take them to your child's unit for disposal.

ADDITIONAL INFORMATION

There is an information center that will keep you informed about activities, meals & news about Ronald McDonald House® Michiana or the surrounding area. Outgoing mail may be dropped off at the reception desk. Stamps are available for sale at the hospital gift shop. Overnight guests will have mail and messages slipped under your bedroom door. If you are a day guest, please check at the reception desk for any messages.

EXPECTATIONS OF OUR GUESTS

Because we are all sharing a space, please be thoughtful of others around you. We all need to work together to keep the Ronald McDonald House® Michiana a safe, clean and quiet place to rest. If the rules of the Ronald McDonald House® Michiana are not followed, you may be asked to leave the Ronald McDonald House® Michiana. Any of the behaviors below are not acceptable and could cause you to lose the right to use Ronald McDonald House® Michiana.

- Physical punishment, including the spanking of children
- Domestic Violence
- Swearing or foul language
- Excessive displays of affection in public areas
- Property damage or vandalism
- Loud, disruptive behavior
- Any criminal activity
- Unsupervised children
- Other violations of Ronald McDonald House® Michiana rules

CONFIDENTIALITY

Confidentiality is important to all the guests who use the Ronald McDonald House® Michiana. Any personal information we have access to is considered confidential. We ask that our guests respect the privacy of the other families using the Ronald McDonald House® Michiana.

NO SMOKING, DRUGS, ALCOHOL OR WEAPONS

NO smoking/vaping, drugs, alcohol, tobacco or weapons are allowed in the house or anywhere on the hospital campus. Security may be called if needed. Anyone found smoking in their room, bathroom, or any other area of the house or hospital will lose their right to use the Ronald McDonald House® Michiana.

EMERGENCIES

In the case of an emergency, please dial 911. If there is an emergency, guests and visitors will be notified by a volunteer, staff member, or hospital staff to tell you what you need to do next.

FIREARMS AND WEAPONS

Firearms or weapons are **not allowed** on the premises. Anyone in possession of a firearm or weapon will lose their right to use the Ronald McDonald House® Michiana.

FIRE SAFETY

If a fire alarm is sounded at the Ronald McDonald House® Michiana all people in the house must exit through the safety exits which are clearly marked. Fire safety & emergency exit procedures are posted. Please remain calm and exit the building in an organized manner.

FOOD AND BEVERAGES

Food is allowed only in the kitchen and dining area. Hot food is to be eaten in the Ronald McDonald House® Michiana and may not be taken out into the hospital unless authorization has been sent from the unit to the Ronald McDonald House® Michiana stating that a family can take a meal back to the unit. Food is provided through community donations. The pantry and refrigerator are available for use by parents, primary support, and siblings of the patient. Donated food is for guests using the Ronald McDonald House® Michiana and not for visitors. Please feel free to make your own meals with the supplies available. Lunch will be served daily at noon and dinner at 6:00 pm.

The food you bring into Ronald McDonald House® Michiana must be labeled with your name and date; labels are provided in the kitchen. Unmarked food in the refrigerator will be thrown away after 5 days. When you checkout, label your personal food "community" with the date, or dispose of it properly. Children may only have drinks in the kitchen/dining area.

GAMES, MOVIES AND TOYS

Games and toys are available for everyone's use but must stay in the Ronald McDonald House® Michiana. Please put them away as you found them when you are done. Please watch your children while they play and make sure that they are playing nicely and taking care of the toys so that they will be in good condition for the next child who wants to play with them.

DAY GUEST BATHROOMS

Day Guests using the bathroom or shower must clean up after themselves when they are done, including wiping the shower area dry after use and placing used towels in the laundry hamper. Toiletries are provided for guests through donations from the community and are available in the toiletry closets in the bathrooms.

HEALTH

For the safety of your family, we have an infectious disease policy. We must enforce this rule to provide a healthy environment. If you, a member of your family, or a visitor who is visiting or staying at the Ronald McDonald House® Michiana become aware of an infectious disease during or within two weeks after your stay, please contact us immediately. This includes bed bugs, lice, chicken pox, etc.

HANDWASHING

Please wash your hands often. It is important to stop the spread of germs. Please wash your hands prior to using the kitchen, toys, books, or any other common area and after using the bathroom. Parents, please supervise your children's hand washing.

- **Shoes are required in all public areas.**

HOUSEKEEPING AND MAINTENANCE

- Please be kind to everyone and clean up after yourself, your family, and your visitors.
- Overnight guests should turn off the lights when leaving their bedroom.
- If your room or any area of the Ronald McDonald House® Michiana requires maintenance (such as a plumbing problem, burned-out light bulb, spills, etc.), please tell a staff member as soon as possible.

KITCHEN AND DINING

Families making their own meals are responsible for cleaning up after themselves. All dishes, pots & pans must be rinsed and placed in the dishwasher after use. Please clean the counter, microwave, and stovetops after using the kitchen area. If you have questions, please ask a volunteer or staff member.

LAUNDRY

You are responsible for doing your own laundry during your stay. The 3rd floor laundry room is open 9 am - 9 pm for day guests. The 2nd floor laundry is for overnight guests only. Laundry supplies are provided as supplies last. Please do not remove the iron, ironing board, or any other laundry supplies from the laundry room.

Day Guests using the laundry must stay in the Ronald McDonald House® Michiana until the laundry is done or make arrangements with a staff member or volunteer.

MEDICINE AND BREAST MILK STORAGE

Breast milk and medicine requiring refrigeration can only be stored in the mini refrigerator in the guest bedroom or the NICU and Pediatric Units. Breast milk and medications are not allowed in the house refrigerator.

NEEDLE USE AND SHARPS CONTAINER

Please tell a staff member if you will be using hypodermic needles for medical reasons in your room. Needle boxes must be used for the disposal of needles. Please provide your own needle box and dispose of them outside of Ronald McDonald House® Michiana.

PARKING

Parking is available in the Memorial Hospital parking garages. Visitors can park in the parking garages at their own expense. Always keep your vehicle locked. The Ronald McDonald House® Michiana does not validate parking. Ronald McDonald House® Michiana guests are not permitted to park in the Skyway building parking lot or to use the Skyway building entrance. Ronald McDonald House® Michiana guests should enter from the hospital.

PETS

Pets are not permitted inside the hospital or the Ronald McDonald House® Michiana (licensed service animals excluded).

QUIET HOURS

Quiet hours are from 10 p.m. to 8 a.m. This helps keep a healthy, restful place for all guests. Please be respectful of other Ronald McDonald House® Michiana guests while in the hallways, listening to music, talking on the phone, etc.

SECURITY

- For the safety and privacy of our guests, exterior doors are never to be propped open.
- **In case of an emergency, please dial 911.** Hospital security is on duty 24 hours a day, seven days a week.

- As much as we try, we are not able to recognize every guest at the front door. Volunteers change shifts often and they may need to ask your name, so they know who you are.
- Please take special care of your personal items. Purses, jewelry, money, and any other valuables should be kept locked in your room or always kept with you.
- The Ronald McDonald House® Michiana is not responsible for lost or stolen items, and although the Ronald McDonald House® Michiana is a secure and safe environment, we cannot control the behavior of each guest in the house. We ask that all guests have respect for one another, as well as for house rules and property.
- 24-hour video surveillance of all floors and common areas is provided as well as 24-hour staff.

SUPERVISION OF CHILDREN

Volunteers, Ronald McDonald House® Michiana staff, and/or other guests cannot supervise children. Parents or guardians are responsible for their children at all times. Families are not to leave a child unsupervised for any reason.

TELEPHONE USE

The Ronald McDonald House® Michiana telephone number is (574) 647-3020. The hospital's main switchboard number is (574) 647-1000. All incoming telephone calls are received at the reception desk or the hospital switchboard. Overnight guests are encouraged to give your private bedroom number to family & hospital staff so that they can reach you directly.

To make an outgoing call from the Ronald McDonald House® Michiana, dial 1 and the local number. Bedroom telephones may be used to receive incoming calls, place free local calls, and place collect, phone card, or credit card billed long distance calls. To be respectful of others in the house, please limit incoming phone calls to emergencies between the hours of 10 p.m. & 8 a.m.

TELEVISION

Televisions are in the common areas of the house. Please keep the sound at a level that will not disturb those around you. Please keep the television programs & movies "family rated". Remember you are sharing a space with others and the program should be family friendly.

VISITING HOURS

Visiting hours are from 9:00 a.m. to 9:00 p.m. daily. Guests must register his/her visitors before entering the Ronald McDonald House® Michiana. Visitors must check in at the reception desk and follow all the rules of the Ronald McDonald House® Michiana, including the infectious disease policy. Guests are responsible for their visitors. Visitors may only use the 3rd floor room with the Guest and are never permitted on the 2nd floor or in bedrooms.

- **If you have any questions about any part of this handbook, please ask a staff member.**

So Much More Than Four Walls

I am home for you when you cannot be home.

I am your extended family when you feel alone.

I am strong and dependable, lean on me when you have no strength of your own.

I am like a comfy pair of slippers you can step into as you pass through my front door.

I am here for you when it is almost impossible to comprehend the situation you are in.

I will stay with you as you travel the highs and lows of your journey and

I will celebrate your milestones as they pass.

I am the families, staff and volunteers who come together under my caring roof.

I am not judgmental.

I understand your anger and frustration, your desperation and sorrow.

Feel safe to share your emotions and drain away a little of the pain you may be feeling.

When good news comes your way, share your joys and triumphs.

Positive news is the best medicine in the world. A little of it can do a great deal of good.

I am the House that Love Built.

Even though the faces of my friends inside me change almost daily, the love for our children, which brings us together, remains the same.

As my friends leave me I hope they take a little of my love with them.

Should they need to return, they may take comfort in knowing that Ronald McDonald House is here for them and that

I am so much more than four walls, a roof, and a floor.

Written by:
Carol Boreham
(Mother)