



Ronald McDonald House Guidelines

1. Due to high demand a parent or legal guardian must occupy the room each night. If there is a night that the parent or legal guardian will not be using the room, we ask that you check-out of the House and we welcome you to submit a new request. For long term out-patient stays, the patient must have appointments that are no more than 48 hours apart. Please understand that we will be in communication with the hospital to verify appointments.
2. Alcoholic beverages, marijuana, weapons (including concealed permit weapons) and illegal drugs are not allowed at Ronald McDonald Houses. Unsafe, disruptive or illegal behavior is grounds for immediate eviction.
3. The Ronald McDonald Houses and grounds are smoke-free. The burning of candles and incense is not permitted.
4. Children **under the age of 12** must be supervised by an adult at all times. **Children under 16 and patients of any age may not be left alone in the house or on the property at any time.**
5. Anyone with a communicable illness or who has been exposed to an infectious disease must report to staff *immediately*. We may require a signed letter from a physician regarding the particular illness in order for your family to continue to stay.
6. Each family member is responsible for cleaning up after themselves in all community areas and private rooms.
7. When the patient is no longer receiving treatment, each family is welcome to stay until noon the following day.
8. Portland quiet hours, both inside and outside the House, are from 10:00 P.M. until 6:00 A.M. daily. Bend quiet hours are 10pm to 8am daily, both inside and outside of the House.
9. Each family member over the age of 2 will be asked to wear a Ronald McDonald House wristband in the house at all times.
10. Prior to check-out, we ask that each family notify staff and complete the "Checklist for Departure". Check-out time is between 8am and noon. Please tell staff if you need another time. A late check-out may affect room availability for other families.
11. Each family may have a maximum of 6 visitors (Portland only). Visitor hours are during House office hours (Portland- 7am to midnight, Bend- 8am to 10pm). Each family is responsible for those visitors meeting the screening requirements and complying with the visitor guidelines. If you wish a visitor to stay overnight, we ask that they register with staff. Rooms can accommodate a maximum of six people.
12. Family pets are not permitted in the house, on the property or in cars.
13. In the case of an alarm, exit the building at the closest exit to your room. RMHC staff will be in front of the building and will provide information on when it is safe to re-enter. Please locate the exit closest to your room during your initial house tour and ask staff if you have any questions.

I understand that information concerning the patient may be released by the treating hospital and other medical service providers. The Ronald McDonald House is authorized to release information to and obtain information from all service providers concerning my family.

I agree to abide by the Ronald McDonald House guidelines. I am responsible for all members of my family and our visitors complying with these guidelines. Anyone unwilling to follow these guidelines will be asked to leave and may jeopardize my privilege to stay at the Ronald McDonald House in the future.