



Ronald McDonald  
House Charities®  
Oregon & SW Washington

## Ronald McDonald House Guidelines

1. **A parent or legal guardian must occupy the room each night.** If you are not occupying your room each night, please allow us to offer the room to another family. If you need to check out, you are welcome to submit another reservation.
2. **Please keep RMHC informed of treatment changes.** Non-hospitalized patient appointments must be no more than 48 hours apart. If your child's treatment is transferred to another facility, please let us know. You must inform staff if you have medical treatment that would need to take place in the House. We will be in communication with the hospital to verify appointments.
3. **RMHC does not allow:** Alcoholic beverages, marijuana, weapons (including concealed permit weapons), illegal drugs, candles, or incense. Smoking, vaping, and e-cigarette use in the House or on the property are not permitted, and pets are not allowed in the House or in cars. Unsafe, disruptive, or illegal behavior is grounds for immediate eviction.
4. **Patients of any age may not be left alone in the House or on the property at any time.** Children 15 and younger may not be left alone in the House. Children 12 and younger must be supervised by an adult at all times. Children under 6 may not use the top bunk of rooms with bunk beds.
5. **Symptoms of contagious illness must be reported to staff immediately** (colds, flu, fever, viruses, etc.) as we have immunocompromised patients staying in the House. We will work with you on the next steps if anyone in your family has contagious symptoms.
6. **Each adult guest will be given a lanyard and key to use during your stay.** Please wear this while in community spaces to verify you are a guest and to allow access to RMHC spaces.
7. **Each family may have a maximum of six visitors (Portland only).** Visitor hours are during office hours, (Portland 7:00 am to midnight, Bend 8:00 am to 10:00 pm). Each family is responsible for their visitors meeting the screening requirements and complying with the guidelines. Please meet your visitors at the front desk and have them sign in with staff. Quiet hours are from 10:00 pm until 6:00 am daily.
8. **In order to ensure quality maintenance of all guest rooms, staff will visit guest rooms every 2 weeks of your family's stay.**
9. **Your check out date is \_\_\_\_\_ before noon.** If you will be checking out earlier than this date, please notify staff.

**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.**