

# Guest Agreement

## Ronald McDonald House Charities Maryland House Policies

The Ronald McDonald House Charities Maryland. (RMHC) provides a temporary “home-away-from-home” for families of pediatric patients (age 21 and under) who are undergoing medical treatment in an area hospital. Accommodations at RMHC 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, all members of your party, including guests, will abide by the policies of the Ronald McDonald House. Please understand that you may be required to leave the Ronald McDonald House immediately, at any time, if management determines in good faith that you have broken the House policies.

### Grounds for immediate dismissal from the Ronald McDonald House

- ♥ **SMOKING** – We have provided a designated smoking area. If you are unsure where the smoking area is, please ask us at the Welcome Desk and we will be happy to show you the way. All interior spaces at the Ronald McDonald House, including guest bedrooms and bathrooms, are smoke-free. **At no time can you smoke in front of the House or anywhere except the designated smoking area.** Two cigarette butt receptacles have been provided at the smoking area. 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. **Stealing is not tolerated at RMH.**
- ♥ **USE OF AN OPEN FLAME** – such as incense and 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.

As a condition of their stay, residents agree to the following:

- ♥ 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 authorize the Ronald McDonald House to receive or communicate any information concerning the patient and those staying at RMH with any medical institution or personnel.
- ♥ All members of my party should wear the appropriate colored wristband at all times while on Ronald McDonald House property.
- ♥ Only service animals are allowed on Ronald McDonald House property and staff must be alerted to their presence.

- ♥ 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, valuables 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 need to be kept in the refrigerator. Please clean up after cooking, eating and drinking. This includes, cleaning the counter and cooking area; loading all dishes used in the dishwasher, unloading the dishwasher, and cleaning the tables. For safety reasons, food cannot 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 or ride the RMH shuttle alone.** 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. 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 manager on duty must be notified. If a guest requests to be absent from the House for greater than 48 hours, Ronald McDonald House Charities Maryland 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: 9:00 p.m. – 8:00 a.m., seven days a week. Please be considerate of others at all times. Please keep the volume on the televisions low during quiet hours. **If there is a noise during quiet hours that disturbs you, please contact the Guest Services Manager on duty immediately.**
8. Social workers and case workers at the hospitals advise RMHC staff if a family is not spending the majority of their 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. We are happy to welcome visitors in the House between the hours of 8:00 a.m. – 9:00 p.m. All visitors should register at the Welcome Desk, receive a visitor wristband, sign-in and out. House guest will ensure that all visitors abide by House policies. Visitors are welcome in all common areas of the House with the exception of 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.

11. Families are responsible for taking out their own trash, including diapers, and keeping their rooms clean. Cleaning supplies will be provided for you and if you need more, please ask for them at the Welcome Desk. **Wipes, even flushable wipes, cannot be flushed down our toilets. The clog our plumbing system and will shut it down.**

**We request that all HIPAA Authorization for Use and Disclosure of Protected Health Information**

1. I hereby authorize \_\_\_\_\_ (the "Hospital") to use and/or disclose the protected health information about the patient, as described below ("PHI"), to employees of Ronald McDonald House Charities Maryland.
2. All PHI may be used and/or disclosed, other than \_\_\_\_\_  
\_\_\_\_\_
3. The PHI may be used and/or disclosed for the purpose of confirming demographic appointment/admission schedules.
4. This authorization shall remain in effect for the duration of my or the patient's stay at a facility of Ronald McDonald House Charities Maryland.
5. I understand that the patient's treatment, payment, enrollment or eligibility for benefits will not be conditioned on whether I sign this form.
6. I understand that, as set forth in the notice of privacy practices, I have the right to revoke this authorization, in writing, at any time, except to the extent that the Hospital has acted in reliance upon it, by sending written notification to the Hospital.
7. I understand that I have the right to refuse to sign this authorization.
8. I understand that PHI used or disclosed pursuant to this authorization may be redisclosed by the recipient and its confidentiality may no longer be protected by federal or state law.

**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)?  
My signature acknowledges that I have truthfully answered the Guest health screening questions below for everyone staying in my guest room.

PRINT NAME:

DATE:

\_\_\_\_\_  
SIGNATURE:

\_\_\_\_\_  
RELATIONSHIP TO PATIENT:

## Additional House Information

### Eligibility

- The Ronald McDonald House Charities Maryland (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

- We are here so that you can make visiting your child at the hospital your priority.
- Guests should not use the House as a permanent legal address (e.g., to set up accounts).
- Office hours are:
  - Monday through Sunday
    - 7:00 a.m. – 10:00 p.m. – Manager on duty
    - 10:00 p.m. – 7:00 a.m. – Security Manager on duty
- In an emergency the Guest Services Manager on duty or the Security Manager can be reached 24/7 at: 410-440-6931.
- Quiet Hours: 9:00 p.m. – 8:00 a.m., seven days a week. Please be considerate of others at all times. Please keep the volume on the televisions low during quiet hours. **If there is a noise during quiet hours that disturbs you, please contact the Guest Services Manager or Security Manager on duty immediately.**
- Swipe card and pantry key replacement fees: A \$5.00 replacement fee is charged for any lost guest room swipe card or pantry key.

- Be kind and respectful to one another. Please do not make offensive comments or disparaging remarks about guest families, volunteers, sponsors, donors, business partners, suppliers, staff or the House. Anyone who cannot be kind and respectful will be asked to vacate 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 Welcome Desk at x100 from your guest room or 410-528-1010, ext. 0 from your cell phone.
- **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.
- Families will exit their nearest emergency exit and follow the directions provided by the team/security member on duty. Families should meet in the park adjacent to the House. In case of inclement weather or if the House will be evacuated for an extended amount of time, the team/security member on duty will direct the families to the Helping Up Mission located on Baltimore Street.
- If you are unable to leave the House using the emergency stairs, please wait in the elevator lobby of the floor you are on. Look for the area of rescue shown to you on your tour. Press the communication button to alert the team where you are located.
- You may also go to the emergency stairway landing, close the door behind you and wait for assistance. The door is fire rated for three hours.
- 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

- **As with any urban area, please keep your safety in mind. We do not recommend walking outside when it is dark. If you are parked on the street or a shuttle will be picking you up, please feel free to ask for an escort.**
- 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 deny temporary housing 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.
- All exterior doors in the House are secured. 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. Do not admit anyone to the House unless they are with your family.
- 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.
- 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 Welcome 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 should clean up after cooking, eating, and drinking. This includes 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.

### **Health Care, Hygiene and Medical Equipment**

- Latex balloons cannot be used within the House. This 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 team member on duty at the Welcome 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 Manager on Duty with the name of the person, relationship to the patient, DOB and address. 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. **Please note that we require 48 hours advance notice in order to authorize other people to stay in your room.**
- When you arrive you will find your room neat and clean. In order to help you keep the room clean during your stay, we have provided a bucket of cleaning supplies which can be found under your bathroom sink. If your room does not have cleaning supplies, or you need more supplies, please notify the team member on duty at the Welcome Desk and they will provide them for you.
- In addition to keeping your guest room tidy, please help us keep the common areas neat and clean by picking up after yourself. This will ensure that future families will have a beautiful place to come home to.
- During your stay you please take your own trash out to the dumpster. The Guest Services Manager on duty can direct you to the dumpster.
- A tack board has been provided in each guest room so you can “decorate” your room. To help prevent permanent damage to the room, please 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. This request must be made as soon as possible or we may be unable 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 may mean that you will be unable to download items to our House computers.



- The second floor Business center is for use by adults in the House. A printer is available in the Business Center. We ask that in order to conserve printer ink and paper, please only print essential items. Computers for children to use are also available in the second floor, near the elevator.

### **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 10:00 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.
- Double check your room to be sure you have all of your belongings. RMHC is not responsible for any items left behind.
- Return the swipe card(s) and any borrowed items to the front desk.

### **Emergency Contact**

- The Guest Services Manager on duty or the Security Manager on duty can be reached at ext. 100 (from inside the House) or on the emergency cell phone (410-440-6931). Please do not hesitate to contact us if you have a concern or need emergency assistance.