

Guest Agreement and Releases

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 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 RMHC, all members of your party, including guests, will abide by the policies of the RMHC. Please understand that you may be required to leave the RMHC immediately, at any time, if management determines in good faith that you have broken the House policies.

Because we are in an urban area, please be safe. We do not recommend anyone walk outside in the dark. If your car is parked out front or a shuttle will be picking you up, feel free to ask us to escort you.

Grounds for immediate dismissal from the RMHC

- ♥ **SMOKING, ALCOHOL, AND DRUG USE** – While marijuana has been decriminalized or made legal for certain uses under state law, it remains illegal under federal law, and the use/and or possession of marijuana (in any form) at the RMHC, even if for a medical necessity or debilitating medical condition, is strictly prohibited. The RMHC policy also includes being under the influence of, using, consuming, transferring, selling, or attempting to sell any form of controlled substance or illegal drug, including marijuana (as classified under federal law) at any time on or in RMHC property, building, premises, or vehicles.

We have provided a designated cigarette 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 RMHC, 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 in 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, marijuana, smokeless tobacco, and devices such as e-cigarettes, pipes and vaporizers.

No alcohol or illegal drugs will be used, consumed, or stored anywhere on RMHC 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, in any form, 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** - RMHC 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 RMHC.**
- ♥ **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 RMHC will be asked to leave immediately.

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

- ♥ The staff of the RMHC has the right to enter your room for: routine maintenance, suspected smoking, alcoholic beverage, or illegal drug use, loud noises or fighting, guests who have not been seen for several days or random room checks at their sole discretion.
- ♥ You authorize the RMHC to receive or communicate any information concerning the patient and those staying at RMHC with any medical institution or personnel.
- ♥ All members of your party will always wear the appropriate colored wristband while on RMHC property.
- ♥ Only service animals are allowed on RMHC property and staff must be alerted to their presence.
- ♥ You 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 RMHC has 24-hour surveillance, including surveillance on the RMHC shuttle.

Guest Polices

1. Qualifying to stay. Families must have a pediatric patient in-patient or receiving treatment at a local hospital 3 times per week. Families are welcome to check in the day before their first scheduled appointment and must check out the day after their child is discharged or treatment has concluded.
2. If you need equipment such as a wheelchair, shower chair, stroller, car seat, etc., please bring those items as we do not provide them.
3. Our shuttle is available Monday through Friday and runs on a set schedule. Please sign up for the shuttle the night before you need transportation. Also, to use our transportation, children must be in a car/booster seat, provided by you. We are unable to provide car or booster seats.
4. Food and drinks (other than water) must be stored 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, in the oven, or on the counter (rice cooker, slow cooker, etc.) without a family member present.
5. The House provides meals served by volunteers on a regular basis. **For volunteer groups to cook family meals, the first-floor kitchen is closed from 4-7 p.m. During that time the dining room is still available. 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.
6. **Any patient, as well as anyone 21 years of age or younger, can never be left alone in the House or ride the RMHC 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.**
7. Persons exposed to or having a contagious illness should notify the Guest Services Manager on duty immediately and may be required to vacate the House.
8. Guests are required to properly handle and dispose of any potentially infectious materials. This includes hypodermic needles.

9. 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, RMHC 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 Vice President of Operations must be notified within 24 hours of such an incident. The Vice President 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.
10. 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 team on duty immediately.**
11. 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 RMHC. 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.
12. 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, and sign in and out. House guests 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.
13. 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.
14. Families are responsible for taking out their own trash, including diapers, and keeping their rooms clean. If for any reason you are unable to take your trash out, please bring it to the welcome desk and we will take care of it for you. 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. They clog our plumbing system and will shut it down.**

We request that all guests and their visitors abide by the rules of the RMHC AND act responsibly and respectfully in all instances which may or may not be outlined in this document.

Your signature on your check-in form acknowledges that you have read and agree that everyone staying in your guest room will adhere to all RMHC policies. You have read a brief description of the most impactful policies (as shown above) and agree to read the full policies within 12 hours of your arrival. The full list of policies can be found in the House information book located in your guest room.

Your signature on your check-in form acknowledges that you have read and agree that everyone staying in your guest room will adhere to all RMHC policies. You have read a brief description of the most impactful policies (as shown above) and agree to read the full policies within 12 hours of your arrival. The full list of policies can be found in the House Information Book located in your guest room.

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 ("PHI") about the patient and/or anyone staying at the Ronald McDonald House Charities of Maryland, as described below, 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 Vice President of 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 for everyone staying in my guest room.

Signature & Date: _____

Signature & Date: _____

Signature & Date: _____

Signature & Date: _____

Signature & Date: _____

Signature & Date: _____

**Ronald McDonald House Charities® (RMHC®)
Grant, Assignment, Release and Waiver**

I hereby grant to (i) Ronald McDonald House Charities, its affiliates, subsidiaries, franchises, advertising and promotional agencies, and their respective agents and representatives, any of its Chapter organizations (defined as an entity having the right to use Ronald McDonald House Charities, Ronald McDonald House, Ronald McDonald Family Room, and/or Ronald McDonald Care Mobile, or other trademarks for charitable purposes) (collectively, "RMHC") and (ii) all of RMHC corporate partners (collectively, the "Partners"), including, but not limited to, McDonald's Corporation, its affiliates, subsidiaries, franchises, advertising and promotional agencies, and their respective agents and representatives (collectively, "McDonald's", and together with RMHC and the Partners, the "Grantees"), the irrevocable, unrestricted worldwide right to use, publish, display, broadcast, edit, modify and distribute materials bearing my name, voice, image, likeness and/or any other identifiable representation of myself (collectively, "My Likeness".) These materials may appear in any form, style, color or medium whatsoever now known or later developed (including, without limitation, photographs, videotapes, films, sound recordings, software, drawings, prints, broadcast, internet, and electronic media.) **The Grantee's use of My Likeness will be limited to use involving raising awareness of or for support of RMHC.**

I agree that all materials containing My Likeness (including, without limitation, all negatives, plates, and masters of any photographs, files, prints or tapes) shall be and remain the sole and exclusive property of the Grantees, and I hereby assign any right I may have acquired in or to such material to the Grantees. I hereby release and forever discharge the Grantees from any and all claims, liabilities and damages relating to the use of My Likeness. I hereby waive any right I may have to inspect or approve the finished materials or any part or element thereof that incorporates My Likeness.

I have agreed to the above in consideration of the opportunity given to me by RMHC and/or McDonald's to appear in these materials. I acknowledge that I have fully read and understand this document and that I have had any questions regarding its effect, or the meaning of its terms answered to my satisfaction. I certify that I am at least 18 years of age unless this document is also signed by my parent or legal guardian.

Guest(s) declined to have pictures taken.

Signature & Date: _____

Signature & Date: _____

Signature & Date: _____

Signature & Date: _____

Signature & Date: _____

Signature & Date: _____

For Minors: I represent that I am a parent or legal guardian of the person identified below, who is a minor. I understand the above and consent to the use of his/her Likeness as set forth above.

1) Name of minor: _____ Minor's Date of Birth: _____

Signature of Parent or Guardian: _____

Name of Parent or Guardian (please print): : _____

2) Name of minor: _____ Minor's Date of Birth: _____

Signature of Parent or Guardian: _____

Name of Parent or Guardian (please print): : _____

3) Name of minor: _____ Minor's Date of Birth: _____

Signature of Parent or Guardian: _____

Name of Parent or Guardian (please print): : _____

4) Name of minor: _____ Minor's Date of Birth: _____

Signature of Parent or Guardian: _____

Name of Parent or Guardian (please print): : _____

Transportation Release of Liability

In consideration of Ronald McDonald House Charities of Maryland, Inc. (RMHC), a nonprofit corporation, providing transportation to the undersigned with respect to the undersigned's personal and medical needs, and which transportation shall be provided by use of vehicles owned by RMHC and its staff members and/or volunteers, the undersigned releases RMHC and its agents, officers, servants, employees, staff members, and volunteers, whomsoever, of and from any and all liability, claims, demands, actions, and causes of action, whatsoever, arising out of or related to, any loss, damage or injury including death to be sustained by the undersigned or to any property of the undersigned, while the undersigned is provided such transportation by or through RMHC or by one of its staff members, or volunteer staff, whomsoever.

The undersigned is fully aware of the risks and hazards inherent and attendant to being provided such transportation by RMHC for the undersigned's benefit, and by virtue of the benefit received by the undersigned in being provided such transportation for his or her benefit, the undersigned voluntarily assumes all risks of loss, damage, or injury, including death, which may be sustained by the undersigned or the undersigned's property, with respect to any matters arising from such transportation, being provided for the undersigned's benefit, by or through RMHC.

This release is binding upon the undersigned, and upon the undersigned's heirs, executors, administrators, successors, and assigns, whomsoever. In signing this release, the undersigned acknowledges and represents that the undersigned:

- a. Has read the foregoing release, understands it, and signs it voluntarily,
- b. Is eighteen years of age or older and of sound mind, and
- c. Acknowledges that the transportation being provided by or through RMHC is for the undersigned's benefit and would not be provided absent the undersigned's execution of the within release of liability.

Guest declined transportation during RMH stay.

Signature & Date: _____

Signature & Date: _____

Signature & Date: _____

Signature & Date: _____

Signature & Date: _____

Signature & Date: _____



Keeping families close

Release and Agreement to Hold Harmless

The undersigned, in further consideration of their guest residence at the Ronald McDonald House Charities of Maryland, Inc., (RMHC), 1 Aisquith Street, in Baltimore, Maryland, do hereby irrevocably release, discharge, save and hold harmless RMHC, its agent, employees, representatives, volunteers, successors and assigns, of and from any and all claims, demands, causes of action and liability of whatsoever kind or nature, known or unknown, arising from theft, destruction, actions, inactions, damage, injury or other casualty to their person or property, and representations of RMHC representatives, employees or volunteers, while a resident at the RMHC, as aforesaid. The undersigned fully realizes that RMHC attempts to provide a "home away from home" to the families of critically ill children through its agents, employees, representatives, and volunteers, but is not a hospital, clinic, medical service provider, motel, or innkeeper, and cannot assure the safety, personal and medical care, continuity, and presence of the person(s), and personal belongings of the undersigned and undersigned's family. That the employees, representatives, and volunteers are instructed not to provide or arrange medical services or advice to the guests of the house, nor are they trained by RMHC to do so. The undersigned thereby assumes all risk therefore, and releases, saves, and holds harmless RMHC its agents, employees, representatives, volunteers, successors, and assigns, of and from all claims, demands, causes of action and liability, whatsoever, arising directly or indirectly from theft, misappropriation, loss and harm to themselves and their property, and from the actions, inactions, representatives, and statements of RMHC representatives, employees, and volunteers.

Signature & Date: _____

Signature & Date: _____

Signature & Date: _____

Signature & Date: _____

Signature & Date: _____

Signature & Date: _____

Additional Guest Agreement Policies

Eligibility

- The Ronald McDonald House Charities (RMHC) is for use 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, RMHC defines “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 is as follows:
 - First Priority – Oncology families, Transplant families (children awaiting a transplant), and Shock Trauma families
 - Second Priority – Any ICU (NICU, PICU, etc.) families and Fetal Therapy families
 - Third Priority – All other families
 - Within each priority, preference is given to the family that lives the 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.
- Patients need to have 3 appointments per week or be in-patient. If you have a follow-up appointment, you may also qualify to stay, so please call us at 410-528-1010, ext. 108 or 119 for more information. Accommodation at RMHC is provided for parents/guardians, siblings or essential caregivers who will be directly involved with the daily support of the pediatric patient.
- *RMHC conducts a formal criminal history background check on all individuals applying for temporary residence at RMHC.* The safety of all Ronald McDonald House families is very important to us. Please speak with Susan Salt at 410-528-1010, ext. 103 if anyone planning to stay with your family has a restraining order or “no contact” order. The House reserves the right to refuse admittance to any potential resident or guest with a criminal conviction. RMHC does not admit anyone 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 offenses, illegal drug activity, burglary and/or theft). RMHC also will not admit any individual who provides false, incomplete, or misleading responses during the formal criminal history background check. RMHC also reserves the right to expel a guest for any other inappropriate, irresponsible, or criminal behavior that takes place while temporarily residing at the House.

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 you need equipment such as a wheelchair, shower chair, stroller, car seat, etc., please bring those items with you as we do not provide them.
- ***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 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 ext. 100 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 refuge 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 and alert the welcome desk (ext. 100) that you have called 9-1-1. 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 Vice President of 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, coffee makers, rice cooker, 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 in all communal areas, as well as on the RMHC shuttle, 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 reception 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.
- From 4-7 p.m. daily, the kitchen is closed so that volunteers may provide dinner for our families. You are welcome to use the dining room, but you will be unable to cook during those hours.

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 Guest Services 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 to authorize other people to stay in your room.**
- When you arrive, you will find your room neat and clean. 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 he/she will provide them for you.
- Our mattresses are covered with encasements to keep them clean. However, they are not waterproof. If you need a waterproof mattress cover, please let us know and we will be happy to provide it.
- 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, 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 or doctor’s office. This request must be made as soon as possible, or we may be unable to accommodate 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 to conserve printer ink and paper, please only print essential items. Computers for children to use are also available on the second floor, near the elevator.

Privacy and Social Media

- 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

- 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, freezer, and pantry shelves.
- Double check your room to be sure you have all your belongings. RMHC is not responsible for any items left behind.
- Return the swipe card(s) and any borrowed items to the Welcome 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.