



# Guest Guidelines

Welcome to our Ronald McDonald House! We are here to provide your family a comfortable “home-away-from-home” close to the hospital while your child is undergoing medical treatment. It is **our expectation that a significant amount of your time will be spent at the hospital with your child.** Our House is a communal living environment, and we ask each family help keep the common areas tidy by cleaning-up after use. While staying at the Ronald McDonald House Charities of Kentuckiana (RMHCK) families are expected to abide by the House rules listed below and in the information binder located in your room.

Recent Exposure to Contagious Disease – Due to the possibility of passing an illness to a patient being treated at the hospital or a patient residing at RMHCK NO GUEST can reside at the House who has had a recent exposure (within past 1-14 days) to an illness considered contagious (i.e., COVID, measles, flu, strep, scabies, chicken pox, head lice, hepatitis, mumps, tuberculosis, mononucleosis, bacterial meningitis, etc.). Please notify the Guest Services staff at the Front Desk if you experience symptoms that could potentially be a contagious disease.

Room Policy – No more than six people, including babies, to a room. Registered guests are expected to use the room each night. Exceptions may be made from time to time for one night only. However, you must speak with Guest Services staff before leaving the House. When the child is discharged from the hospital or clinic, the family is expected to checkout. Anyone 16 years of age or older is required to wear a RMHCK wristband for the duration of their stay. IMPORTANT: Guests are NOT allowed to visit inside another guest's room. Common areas (dining room, playroom, kitchens, etc.) are provided for this purpose.

Respecting Others- Guest Services staff are available from 9am-9pm to assist families with making your stay as comfortable as possible. Security Officers supervise and monitor the House from 10pm-8am. Security and Guest Services Staff are responsible for enforcing House Rules; disrespect of any kind towards others (staff, Guests, and volunteers) will not be tolerated. Guest will not be able to access the House with their room key between 10pm-6am, therefore you will need to be buzzed in by Security. Guests will need to provide your Room number and Last name each time you need to be buzzed in.

Smoking – Smoking, vaping, and the use of tobacco products is prohibited inside the House. Please do not smoke within 50 feet of any entrance/exit of the House or near the playground.

Children – Parents must supervise children under the age of 16 at all times. Children may not be left under the supervision of other house guests.

No Hit Zone – This facility is a “No Hit Zone.” A “No Hit Zone” is an environment in which: No adult shall hit another adult. No adult shall hit a child. No child shall hit an adult. No child shall hit another child.

Check Out – Check out hours are between 9am and 3pm. All families will be required to follow proper Check-out procedures. When you are ready to check out come to the Front Desk to get the Check-out List. Make sure to give yourself at least 30 minutes to complete the check-out process. Guests who leave without checking out properly will not be allowed to return to RMHCK.

Quiet Hours – Quiet hours are from 10pm – 9am daily. Some lights will be turned off at 10pm and will remain off until Quiet hours are over. You may continue to use the common areas as long as you are quiet.

Visitors – Visitors are welcome from 9am to 9pm daily. Visitors are only allowed on the main level. Please sign-in visitors at the Front Desk at each visit. You are responsible for the behavior and conduct of individuals visiting you. All rules apply to visitors.

Parking Lots – The parking lot located on 1<sup>st</sup> street is designated for all guests staying at RMHCK. The rear parking lot located on Chestnut Street is designated for guests who require wheelchair access, RMHCK staff, and volunteers.

Dress Code- Shoes or slippers are required at all times. All residents need to have appropriate clothing (shirt, pants, robes) on the outside of their room.

Zero Tolerance leading to immediate eviction:

- Smoking anywhere inside the House
- Possessions of alcohol, illegal drugs, weapons (including concealed) on House property
- Room abandonment
- Violation of a Final Warning
- To be under the disabling influence of alcohol and/or drugs

## **AUTHORIZATION TO RELEASE PROTECTED HEALTH CARE INFORMATION**

Pursuant to the Health Insurance Portability and Accountability Act (HIPAA), representatives of the **Ronald McDonald House Charities of Kentuckiana (“RMHCK”)** requests the following Private Health Information as it pertains to my child and/or children: scheduled appointments, discharge summaries, and order and progress notes concerning medical treatment that he or she has received from you, at your institution. This information is to verify there is a clinical need for my family to continue their stay at RMHCK and to help assure that RMHCK is making good decisions regarding utilization of its facilities and resources. This information is also used for the purpose of maintaining a safe environment for guests staying at RMHCK. Information obtained by RMHCK will not be released to other families staying at its facilities, nor will it be sold or exchanged with other third parties. Medical providers may not condition treatment or payment on whether the patient executes this authorization.

### **Medical Onsite Home Healthcare Policy**

Please be advised that all Guests staying at the RMH will be asked to sign acknowledgement of the **Medical Onsite Home Healthcare Policy** if they require any of the following:

- ✓ Medical Procedures
- ✓ Medical Devices and Equipment
- ✓ Delivery of Medication and/or Medical Supplies
- ✓ Clean-up and Disposal of Medical Waste
- ✓ Sharps