



Ronald McDonald
House Charities®
North Central Florida

Welcome!

From the moment you enter our doors, we want your family to be comfortable. But most importantly, we want to provide you the comfort and support you need so you can focus on the most important thing- **your child.**



Ronald McDonald House NCF

Guest Guidelines

ELIGIBILITY: Who Can Stay at RMHC?

The patient must be 21 years or younger, single, and receiving medical evaluation/treatment at UF Shands Hospital. Parents/guardians must live outside Alachua County and be over 18 years old. If not 18, parents must have an immediate adult family member over the age of 18 stay with them. Potential guests ages 18 and older must consent to a background check and meet RMHCNCF screening standards.

Our House is intended for use by family members who are involved in the day-to-day care of a child patient or the siblings of that patient. RMHCNCF cannot assume liability for children unrelated to parents staying in the House; only children who are related to the adults staying at RMHCNCF are eligible to stay.

HEALTH STATEMENT

We have a communal living environment. During your stay, if anyone in your party is exposed to a contagious disease, you must notify a manager immediately. Guests must also wear shoes and appropriate clothing at all times. Diapers are required for all untrained children.

FRONT DESK/OFFICE

The front desk is operated 24 hours a day, 7 days a week by the Manager on Duty. To contact the Manager directly please call: 352-682-1263.

COST

We request a monetary donation to partially offset the \$100 per night cost of your stay.

No one is denied admittance or is asked to leave due to an inability to contribute. While our Chapter benefits significantly from our partnership with McDonald's Corporation and our local owner/operators, approximately 85% of the funds to keep our programs operating comes from our own fundraising efforts. Your support matters.

LENGTH OF STAY

Families who abide by the House's guidelines are typically eligible to stay until their patient is discharged. Every 30 days until their patient is discharged, a family who wishes to stay must pass a review and a room inspection, making them eligible for another 30 days.

You are allowed to be out of the House for up to 2 (two) consecutive nights. Beyond two nights of no use, you forfeit your room and are asked to return your key, clean your room, and check out. In the event that you must be away from the house longer than 48 hours, please contact the manager on duty to prevent room key deactivation.



PARKING

Free parking is available to all families and their visitors.

SHUTTLE

The hospital provides a free shuttle Monday - Friday, between the hours of 7:00 a.m. and 6:00 p.m. No weekend or holiday service. The shuttle stops at the front door and runs every 25-40 minutes. You can track the shuttle's location at ufhealth.transloc.com.

MAIL

You may receive personal mail in c/o RMHCNCF. Have sender(s) put your name and room# on the mailed item. However, guest families are prohibited from using RMHCNCF as a permanent legal address. RMHCNCF is not responsible for mail or packages after a family leaves; please make sure upon departure that mail will be forwarded to your home address.

TELEPHONES/INTERNET

Each guest room has a phone with local service and voicemail capability. Please do not personalize your voicemail settings.

You may receive calls in your room 24 hours a day, if the caller knows your extension. The phone number for the House and the extension for your room are located on your key.

Ronald McDonald House 352-374-4404

RMH Manager Phone 352-682-1263

Shands Children's Hospital 352- 265-0111

WiFi Password bemyguest

LINENS

You are issued linens and towels at check-in. You are responsible for laundering your linens during your stay. There is no charge for the washers, dryers or laundry products. You do not need to wash linens or towels for check-out.

LAUNDRY

The laundry room is open 24/7. Please use your room number magnet to indicate your use of the washer or dryer. Please remove articles promptly.

KITCHENS/DISHWASHERS/GLOVES

For sanitation purposes, put all dirty dishes in the dishwasher vs. washing them by hand. Do not leave dirty dishes in the sink and please help load/unload the dishwashers. Gloves must be worn when handling food or putting away clean dishes.

REFRIGERATORS

Use your assigned refrigerator bin to store your food. Label ALL food with your name & room number. Occasionally, refrigerators are cleaned out by staff or volunteers. Any food appearing to be old or outdated will be thrown away.





PLAYROOM

Playroom hours are 9:00 a.m. to 9:00 p.m. Children must be supervised. Please make sure that toys are put away and the room is tidy before leaving. We appreciate your help.

PLAYGROUND EQUIPMENT

Playground equipment is located outside the playroom in our butterfly garden.

Please observe the following guidelines when playing outside:

- Children must be supervised at all times.
- Wear shoes at all times.
- Play at your own risk.

MEDICAL TREATMENT /HOME HEALTH THERAPY

RMHCNCF is NOT a medical facility and does not own or supply medicine/medical equipment/specialized care to guest families. Its representatives do not participate in any home health procedures or treatments.

ROOM CHECKS

In order to assure that each room is being cared for appropriately, staff conducts sporadic, unannounced room checks. Please do your best to keep your room clean. Occasionally, it may be necessary for maintenance personnel to enter your room to perform requested or regularly scheduled maintenance.

House Security

The doors, kitchen, hallways, courtyards, and parking lot are recorded on camera 24/7.

You have 24 hours access to the front door and parking lot by swiping your prox card in front of the black sensor at the door.

All registered guests and visitors must wear an identification lanyard while in the House. Failure to wear your ID may result in dismissal from the House.

Keep your room door closed and locked at all times. RMHCNCF is not responsible for lost, damaged, or stolen items.

Do not open doors to RMHCNCF for anyone other than family members. Get a manager to open the door for all others.

Emergency exit doors are armed 24 hours a day. You may not use these exits except during an emergency.

DO NOT PROP DOORS OPEN. The front and rear doors alarm if held open for more than 75 seconds

Triggering the alarm system unnecessarily may result in your dismissal from the House.

House Guidelines

WE ARE A FAMILY-FRIENDLY HOUSE! Any behaviors/actions by you or your guests that go against the spirit of being "family-friendly" most likely will result in your expulsion from our House. The following is a partial list of some prohibited behaviors:

- 1 The following are PROHIBITED and intolerable:
Alcoholic beverages, illegal drugs, firearms, weapons, violence, disorderly/ criminal conduct, child abuse, profanity, threatening language/gestures, public intoxication, domestic disturbances, theft, solicitation of other guests, excessive public displays of affection, property damage, and smoking or vaping indoors.
- 2 Corporal punishment is not allowed in RMHCNCF. Guests risk forfeiting their room if they use corporal punishment.
- 3 Smoking is permitted ONLY in the designated smoking area on the east side of the parking lot.
- 4 Only qualified service animals are allowed in the House.
- 5 Only registered guests may use a guest room.
- 6 Every registered guest must sign in and out of the House each time he/she leaves or returns. This log is used for emergency purposes and is mandatory.
- 7 House guests are expected to spend a substantial amount of time with the patient at the hospital each day as directed by the hospital team, as an on-going part of the patient's care.
- 8 Children under the age of 18 must be supervised by a parent or guardian at all times, while in the House or on its property.
- 9 Because families can be called away from the House at any time, we ask that you supervise ONLY your own children.
- 10 Food may be prepared, eaten and stored ONLY in the kitchen and dining areas. No food or drinks other than water are allowed in your room.
- 11 Candles and open flames are prohibited in the House.
- 12 Quiet hours are from 9 p.m. to 9 a.m. We ask that guests be respectful and avoid making loud noises, especially in the hallways. Thank you for helping to maintain a peaceful and quiet space so that families can rest and rejuvenate.
- 13 Any visitor must clear a background check, be free of infectious disease, and sign in at the front desk. Visitors must wear an identification lanyard at all times.
- 14 You are responsible for keeping your room clean and safe while you are here.
- 15 You are responsible for cleaning after yourself in public spaces, including but not limited to the kitchens, laundry room, dining rooms, and play area. Personal belongings other than food items should be stored in your room.
- 16 Families are expected to be courteous, respectful and tolerant of others.
- 17 Guest families staying at RMHCNCF must not disclose confidential information or use names, photos or other identifying characteristics of other guest families w/o consent.
- 18 We reserve the right to deny admission or revoke permission for present or future stays based on noncompliance with House guidelines and/or policies.
- 19 No medicines or breast milk are to be stored in common areas. RMHCNCF is not responsible for storing such items.

Emergencies

MEDICAL/OTHER

A manager is available 24/7 to handle emergencies during your stay. In the event of a medical or immediate emergency, FIRST dial 911 and then notify the RMHCNCF Manager on Duty. Call 352-682-1263.

FIRE/FIRE ALARM

If the fire alarm sounds, DO NOT USE THE ELEVATOR. Exit your room immediately using the nearest stairwell exit and meet outside the House's front gate.

WEATHER RELATED EMERGENCIES

Staff will keep families informed of weather-related emergencies by posting appropriate notices in the House.

The Ronald McDonald House of North Central Florida is not a qualified emergency shelter. Families are encouraged to go to the hospital to be with their child.

Check Out Procedures

- It is expected that a family will promptly leave the House when their child is discharged from the hospital or has completed their outpatient prescription
- Please notify the front desk manager as soon as you know that you will be leaving
- You must check out during front desk hours (9 a.m.-9 p.m.) unless special arrangements are made in advance.
- Ask for the Check-Out Checklist at front desk.
- Properly following the check-out procedures assures that your family will be welcomed back at RMHCNCF.
- Cleaning kits are available at the front desk.
- After inspection, return the cleaning kit to the front desk, hand in your key, and complete your room donation.

ABANDONED ROOMS/PROPERTY

Guest families who abandon their room without checking out are ineligible for any future stays.

Any abandoned property will be held for 7 (seven) days and then donated to charity, unless a prior arrangement is made.

COMMENTS? FEEDBACK? COMPLAINTS?

We want your stay at RMHCNCF to be as comfortable as possible. Please discuss any disturbances or House issues with the Manager on Duty as soon as possible.

We'd also like to hear what we did right! Please gift us with your feedback! Please complete the Guest Satisfaction Survey that is emailed to you upon departure. Thank you!

