

**Ronald
McDonald
House**



**While You
Are Our
Guest...**

TABLE OF CONTENTS

Topic	Page
Checking-in/Admissions Policy	4
Room Fee	5
During Your Stay	6
Guests	6
Quiet Hours	7
Child Supervision	7
Emergency Procedures	8
Security	8
Transportation	8
Medical Procedures	9
Smoking/Alcohol/Drugs/Firearms	9
Housekeeping	10
Common Areas	10
Kitchen	10
Chores	11
Laundry	11
Linens	11
Food & Beverages	12
Meals	12
Phone/Mail/Fax	13
Voice Mail	13
Checking Out	14
Extras	14



Welcome...to the Ronald McDonald House of Des Moines. This is your “**home away from home.**” Just as you have rules to ensure the smooth operation of your household, we too have rules for your comfort and safety. It is important that each guest know and abide by the rules so that your stay will be as pleasant as possible.

A manager is on duty 24 hours a day. Our Day Staff is here each week day. Our Night Resident Manager lives in the apartment located in the lower level by the family/TV room and is on duty week nights after 5:00 p.m. and alternates weekends with relief help. Please feel free to ask our staff for any assistance you may need during your stay.

If, after having read the rules, you have any questions about the use of the facilities or the procedures, please inquire in the office. You will sign your registration card once you have a clear understanding how our House operates.

Remember that our House is not a hotel-**IT IS YOUR HOME.** Please use and care for it with as much love as it took to build it. This is the “House that love built.”

The office is open from 7:00 a.m. until 10:00 p.m. If you have any questions, problems, or concerns during our regular business hours, please feel free to drop by the office. A staff member or volunteer will always be on duty.

Although the circumstances surrounding your stay may not be pleasant, we are glad that you are here and want to make your stay as comfortable as possible.

*The Board of Directors and Staff
Ronald McDonald House of Des Moines*



ADMISSIONS POLICY

- _____ Only families with a child age 21 or younger being treated in an area hospital, are eligible to stay in the Ronald McDonald House of Des Moines (exceptions may be made at the discretion of the Executive Director)
- _____ Families must be referred to the House staff by a hospital employee, social worker, case manager or nurse **before checking in (before arriving at the House.)**
- _____ **ADVANCE RESERVATIONS ARE MADE ONLY FOR PATIENTS WHO HAVE BEEN DIAGNOSED WITH CANCER.**

When the house is consistently full, rooms will be given to families as determined by our priority system:

- a. Children who are receiving treatments for cancer.
 - b. Children from Neonatal Intensive Care or Pediatric Intensive Care.
 - c. Distance from home.
- _____ Guests who are not in good standing as residents may lose the privilege of staying at the House. These include:
 - a. Guests who do not abide by the House Rules and Responsibilities
 - b. Families who twice fail to check in.
 - _____ A family in good standing may be asked to checkout when our house is operating at maximum capacity and we are in need of a room for a cancer family or required staff member. Your name will be placed first on the waiting list; however, we cannot guarantee when a room will be available.
 - _____ Families must check in by 8 pm.
 - _____ Late check-in is allowed only for extenuating circumstances. A staff member's approval is required for late check-in.





Manager

- A manager is on duty 24 hours a day, 7 days a week. If you have any questions, please do not hesitate to ask.
- Between 9 pm and 7 am, the Night Manager should be contacted for assistance **ONLY** in an emergency situation.
- House management reserves the right to enter the room of any guest at any time.
- Random checks will be made.

Room Fee

- Rent is \$10 per night.
- Families staying here for an extended period of time can make payment arrangements.
- We realize that you may be incurring large medical expenses, and we will be sensitive to that matter.
- Rent is accepted daily, but may be paid in advance by cash, check, Visa, Mastercard or American Express.
- If you expect to be in the House long term, we ask that you pay in advance for the week.
- There will be a \$20 charge for returned checks.



During Your Stay

- We realize that you will spend most of your time at the hospital during your stay with us and we encourage you to be with your patients as much as possible. However, if you find that you are no longer in need of the House, please be respectful of those waiting to use our facilities and check-out when your need no longer exists.
- We expect that you will use your room every night. If you are going to be gone more than 48 hours, you **MUST** check out. You may check back in if your situation changes. Your name will be placed on our waiting list; however, we cannot guarantee when a room will be available.
- You may vacate your room up to 2 nights, **ONLY** if you pay in advance the \$10 per night fee (2 nights = \$20). If you are unable to pay this fee and are not able to return in the 2 night period, you forfeit your room and will need to check back in when you return. Staff is permitted to remove any personal belongings that are left in the room.
- A family in good standing may be asked to check-out when our House is operating at maximum capacity and we are in need of a room for a cancer family. Your name will go first on the waiting list; however, we can not guarantee when a room will be available.
- Clothes & shoes must be worn at all times when not in the privacy of your own room.
- **OUR HOUSE IS NOT RESPONSIBLE FOR ANY LOST OR STOLEN ITEMS!**

GUESTS

- The House is intended for use by immediate family only. If you have other guests, please notify the office immediately.
- All guests staying at the House must be officially registered with a staff member.
- Guests who are not registered **may not stay overnight.**
- All visitors must register with the office staff. This is for the safety and the security of the House. **Visitors must not arrive before 7:30 am and must leave by 10:00 pm each evening.**
- Guests under age 18 must always be supervised by an adult.



QUIET HOURS

- **Quiet hours are observed between the hours of 10 pm and 7 am.**
- **During this time, please be considerate of others who have had a long, hard day at the hospital and need a quiet place to rest.**
- **Do not run the washing machine or dryer after 11:00 pm**
- **Do not slam the doors and please visit quietly.**



Child Supervision

- **The House does not provide babysitting services.**
- **Children are to be attended and supervised by an adult over the age of 17 AT ALL TIMES.**
- **NO EXCEPTIONS WILL BE MADE CONCERNING THIS MATTER. FAILURE TO COMPLY WITH THIS WILL RESULT IN IMMEDIATE EVICTION FROM THE HOUSE.**
- **This policy applies to the playroom as well. You must be in the playroom with your child while the child is playing.**
- **Children are not to be left alone outside.**
- **Families staying at the House cannot babysit for each other.**



EMERGENCY PROCEDURES

In the case of an emergency situation, please do the following:

- Please familiarize yourself with the emergency exit route posted on the back of your room door.
- Fire alarm: You need to vacate the House immediately through the nearest exit and stand at the farthest point away from the House and wait for instructions.

SECURITY

- Always enter and exit through the front and back door, please make sure door is shut tightly behind you.
- For your safety, do not open doors to anyone, always allow a staff member or volunteer to open the door.
- For your safety and for the safety of others, **do not give the House code to anyone!** Only those guests officially registered are allowed access to the House Code.

TRANSPORTATION

- Mercy Shuttle - 247-4246 (on the odd hour)
- Methodist Shuttle - 241-6476
- The Hospitals Security will provide transportation during the late night hours.
- Please be considerate when parking your car, space is limited.



MEDICAL PROCEDURES

- We have immune compromised children staying in the House. With their situation, out of consideration for all families we cannot allow anyone who has a contagious illness to stay in the House.
- Guests who contract an infectious disease during their stay are required to notify House staff and will be asked to check out.
- Guest must inform staff of any medical procedures in your room, after notification and approval by House staff.
- All medical procedures are to be performed in your room, after notification and approval by House staff.
- Needles and other used medical supplies are to be discarded immediately and placed in a “HAZARDOUS WASTE BOX” (Please ask medical personnel for a box.)



SMOKING/ALCOHOL/ ILLEGAL DRUGS/FIRE ARMS

- **SMOKING IS NOT PERMITTED ANYWHERE ON PROPERTY.**
- Alcohol, illegal drugs, and firearms are not allowed on the premises.
- **FAILURE TO OBSERVE ANY OF THE ABOVE WILL COST YOUR FAMILY THE PRIVILEGE OF CONTINUING YOUR STAY AT OUR HOUSE OR BEING ABLE TO RETURN!**

HOUSEKEEPING

- This is your home while you are here. The way you leave it is the way the next guests will find it.
- All guests are expected to keep their own rooms clean and to pick up after themselves.
- You are to wipe down the bathroom **EVERY** time you use it. Supplies can be found under the sink.
- All personal items are to be stored in your room.
- Room and bathroom trash is to be disposed of in the outside dumpsters at the rear of the parking lot.

KITCHEN and COMMON AREAS

NEATNESS COUNTS!

PLEASE CLEAN UP AFTER YOURSELF!

The kitchen and common areas should always look neat.

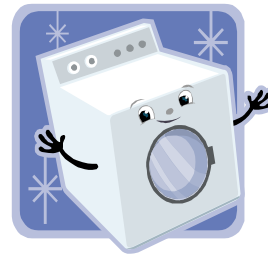
- Dishes are **NEVER** to be left in the sinks or on the counters. After you eat, put all the dishes away or in the dishwasher and wipe down counters and table.
- If you see that the garbage needs to be taken out or the dishwasher unloaded, then **please do it**. This also applies to sweeping the floor.
- The common areas of the House are to be kept neat and orderly. All toys, magazines, books, couch pillows, etc. should be picked up.
- Please be considerate of other families staying in the house.
- Street shoes, house shoes, or socks must be worn at all times while in the common areas. Proper clothing must be worn at all times when in the common areas of the house as well.





LINENS

- Wash your linens as needed and reuse them while you are staying in the House.
- Extra linens are available by asking a staff member.
- When you are checking out, do not wash the linens; please strip the beds and place the soiled linens in the laundry baskets supplied in your room.



LAUNDRY

- Laundry room is located in the lower level. You may use the facilities between 7:00 am and 11:00 pm.
- We have laundry detergent and cleaners provided.
- Out of consideration for other guests, do not leave laundry in the washer or dryer while you are away from the House.



FOOD AND BEVERAGES

- **FOOD AND BEVERAGES ARE NOT TO BE TAKEN OUT OF THE KITCHEN AREA.**
- To help keep bugs away, please do not store food or eat in your room.
- Label and date all personal food items that you want kept.
- Staple items and baked goods are in the cabinets and on the counter tops in the kitchen. These are donated for your use, and are free of charge.
- Please help us recycle. Place your aluminum pop cans and plastic pop bottles in the bins by the coke machine.
 - a. Water bottles go in bins labeled “recycle”
 - b. Cans/cardboard also go in bins labeled “recycle”

MEALS

- Meals are donated in the evenings periodically by families and groups in the community. You will be notified in advance when a meal is being brought. (check the menu board)
- There is no obligation to come eat at the time the meal is brought in. The meals are provided as a courtesy for those who have had a long day at the hospital and do not want to cook.
- Leftovers are placed in the refrigerators. You may help yourself to them at any time.
- If you so desire you may cook your own meal. Various cooking utensils and pots and pans can be found throughout the kitchen.
- Help yourself to any of the food that is not marked with someone's name.
- If you choose to order food to be delivered, you **MUST** be in the front lobby ready to receive your order.



PHONE/MAIL/FAX

- If friends need to reach you by phone/mail/fax during your stay, give them the following information:
- Family phone number:
(515) - 243 - 6604 The person calling you will need your room #. This is an automated system and requires the input of your room number.
- Mailing address:
**Ronald McDonald House of Des Moines
1441 Pleasant St.
Des Moines, IA 50314**
- Fax number:
(515) - 280 - 3111
- The staff does not take messages for guests except in case of emergency. Guests are to tell callers to leave all other messages on the room voice mail. This assures guests that messages will be received accurately and promptly.

VOICEMAIL

- **DO NOT REPROGRAM THE TELEPHONE!**
- Do not place a “Do Not Disturb” on the message. This does not allow callers to reach you in an emergency.
- If you have a message on the voice mail, the light on your phone will show “message waiting.”
- To make a local call, you must dial “8” and then the number.
- To make a long distance call you must use a calling card that has an “800” access number.





CHECKING OUT

Please stop by the office and notify staff before you begin checking out.

Your room should be left ready to receive the next family. Complete all of the items on the check-out sheet provided at check-in.

You are expected to do the following:

- Strip the linen off the bed(s) and put the in the laundry basket
- Remake the beds with the decorative quilt.
- Clean and disinfect the mirror, sink area, and nightstand in your room
- Empty the trash. Put a new trash bag in the wastebasket
- Dust and disinfect all furniture (telephone, doorknobs, head board, etc.)
- Check cabinets, under bed, and closet for personal items
- Be sure the alarm clock is not set, and that lights and fans are off
- Remove all of your food from the refrigerators and cupboard in the kitchen
- Erase all voice messages from the voice mailbox on your phone
- Return any items that you borrowed from the office
- **Settle any unpaid balance**

Once you have completed these tasks come to the office with your checkout form. The manager on duty will inspect your room at this time and collect your final payment.

EXTRAS

The following items are available for check out through the office: (When Available)

- VHS Movies
- DVD's
- Nintendo and Sega game systems
- Hairdryers and curling irons
- Fans
- Irons
- Breast Pump
- Pack-n-Play



We are honored to be your
“home away from home”
during this important time in your life.

Please do not hesitate to contact a staff
member if we can be of further
assistance or if you have any questions.

We are here to make you as
comfortable as possible.



Please make yourself at “home.”

**Ronald McDonald House
1441 Pleasant St.
Des Moines, IA 50314**

**(515)-243-2111
www.rmhdsmoines.org**