

Ronald McDonald House of Iowa City

COOPERATIVE LIVING GUIDELINES

The following guidelines are in place to keep our House and surrounding grounds a clean, safe and comfortable place for all. Violations of RMH guidelines and policies may result in your inability to stay at the House now and in the future.

We cannot allow the following:

- **Behaviors** that impact the safety, health, or comfort of other guests, staff, or volunteers as determined by RMH staff.
- **Profanity**
- **Use, possession, or impairment related to alcohol or a controlled substance**, unless prescribed by a licensed medical professional.
- **Misuse of House computers, televisions, or other electronic devices.**
- **Destruction or theft** of property
- **Weapons** are not permitted. Weapons may be stored out of sight in a locked vehicle.
- **Tobacco:** The University of Iowa campus and the Ronald McDonald House grounds are tobacco-free, including e-cigarettes. The closest area where tobacco use/vaping is permitted is on Newton Road, behind Carver Hawkeye Arena. Staff can help you with directions.
- **Child Abuse, Domestic Violence, Sex Offender Registry:** Per RMHC Global policy, individuals with child abuse and/or domestic violence convictions, and individuals on the National Sex Offender Registry, are not allowed to stay at RMH. Guests are required to initial this line upon check in, to acknowledge that they do not have any such convictions in their history. _____

House Policies:

- **Guestroom occupancy limits**, established by the State Fire Marshall and our insurance carrier, require strict compliance. No more than four guests are allowed to sleep in a regular room, and no more than six guests in a suite. Guests may not sleep in public areas.
- **Registration:** All guests on RMH property after 10pm must be registered.
- **Cleaning: We rely on families and volunteers to keep the House neat and tidy.** Ronald McDonald House of Iowa City does not have a paid cleaning staff. Families are responsible for cleaning their own rooms, dishes, towels & bedding, and helping to keep common areas clean. Please empty guest room trash into the public bins. Trash containing dirty diapers should be taken to the outside dumpster.
- **Checking-out:** Before checking-out, families are to complete the cleaning checklist found in the back of the guest room binder. Once completed, families should report to the front desk. The check-out process must be completed with staff at the front office, during office hours. Families who leave without checking out will lose the ability to stay in the future.
- **48 hour policy/Check-in stay requirement:** Guests who will be away for more than 48 hours must check out to make that room available for other families on the wait list. You must occupy your assigned room the first night of check-in and then the 48 hour policy applies after check-in day. Failure to follow this policy may result in losing your room and the privilege of future stays at RMH.
- **Food and beverage** are allowed in guest rooms, but must be kept in a sealed container or bag. Please

clean up drink spills or food debris promptly or notify RMH staff to assist with cleanup.

- **Children are to be supervised at all times.** Children under the age of 18 must be accompanied by an adult at all times.
- **Quiet Hours are from 10:00 pm to 8:00 am.** Our families need quiet and rest. We ask that you keep noise to a minimum during these hours both indoors and in the parking lots.
- **Shirt and shoes required.** (socks and slippers are OK, no bare feet)
- **No open flames** including candles and incense
- **Pets are prohibited.** Trained service animals are allowed.
- **Right of entry:** We respect your privacy and recognize that your room is your home when you are here. While we reserve the right to enter your room at any time for security, safety, and maintenance issues, we assure you that staff will identify themselves and knock before entering. Our staff conducts weekly room checks to ensure rooms are in working order and proper condition.
- **Appointment Verification:** RMH staff will contact the appropriate medical facility to verify appointments and determine eligibility.
- **Length of stay:** We recognize that your child’s hospital stay may be unpredictable. Once a guest, you are welcome to stay until 24 hours after your child is discharged from the hospital. For outpatient appointments, please consult with RMH staff about guidelines.
- **Lost or stolen items:** RMHC-EIWI is not responsible for lost or stolen items.
- **Privacy:** We value each family’s privacy. We understand that many of our families are active social media users (Twitter, Facebook, Snapchat). We ask that you use great caution when posting photographs or sharing information to not include anyone outside your family or social network.
- **Parking:** RMH does not have a guest parking lot. The parking lot around our House is owned and monitored by the University of Iowa. RMHC has parking pass options for guests in limited quantities. RMH is not responsible for any parking ticket issued by the University of Iowa. Tickets are typically \$20 or more. It is your responsibility to inform your guests and visitors of parking limitations, and to display your pass in your vehicle as directed.

I (we), the undersigned, understand and agree to comply with the above guidelines and policies. I understand that failure to do so may result in my loss of privilege to stay. I also understand that I am responsible for the actions of any minors or guests accompanying or visiting me at the Ronald McDonald House of Iowa City.

Guest Signature (s) _____ Date _____

_____ Date _____

_____ Date _____

Staff Signature _____ Date _____

--FOR STAFF USE ONLY--

Parking Pass Issued: ____ Carver (pass # :_____) ____ Finkbine Gift Closet Voucher(s) Issued: ____

Vehicle Color, Make & Model: _____

Driver’s License #: _____ License Plate Number: _____