

# Ronald McDonald House of Iowa City

## Cooperative Living Guidelines

The following guidelines are in place to keep the RMH House and surrounding areas clean, safe, and comfortable for all guests, staff, and volunteers. Adherence to the following guidelines and policies is a requirement of your stay.

### House Policies:

➤ **Registration:** All guests must check-in with RMH staff and complete required paperwork. Please let the office know when there are guest changes in your room.

➤ **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.

*By initialing, I acknowledge that I do not have any such convictions in my history.* \_\_\_\_\_

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_.

➤ **Photos:** For your safety, we photograph each guest (including minors). The photograph will become a part of our guest registration file and be protected in the same manner as all guest data and identifying information. Photographs will not be shared with anyone other than RMHC-EIWI staff with the exception of emergency personnel.

➤ **Appointment Verification:** RMH staff reserves the right to contact the appropriate medical facility to verify appointments/hospitalizations to determine eligibility. RMH will secure appropriate release of information forms.

➤ **Entering or Staying at RMH:** All guests must be fever free and free of any communicable diseases. If a guest becomes ill while staying at RMH, please notify the main office immediately.

➤ **Safety/Masks:** Masks are optional, and available throughout the house.

➤ **48-hour policy:** Rooms may not be unoccupied for periods exceeding 48 hours. Guests may spend nights at the hospital or away from RMH provided it does not exceed 48 hours or rooms will be forfeited.

➤ **Visitors:** Visitors are allowed between 8:00am-8:00pm daily. All visitors must sign in and out on an iPad in the front office. Please note, visitors must park at the Finkbine Commuter Lot. Staff will need the make/model, license plate, and state to register a visitor's car. RMHC-EIWI is not responsible for parking tickets to visitors. Please notify RMH staff of any individuals you do not wish to visit during your stay.

➤ **Children must be supervised at all times:** Children 15yrs and under are to be supervised at all times by an adult. They cannot be left alone in a guestroom, even while they are sleeping. Adults cannot leave children to go to the kitchen, laundry room, or any other areas of the house - inside or out. **Children ages 16 & 17 yrs. old may use common areas of the house without adult supervision if an adult is also present in the house.** Any behaviors determined by staff that affects anyone will require more supervision.

➤ **Security:** RMH has security personnel on-site from 9pm-8am. You may reach them during those hours at 1-319-800-3655 for any questions, concerns, or needs.

➤ **Guestroom occupancy limits:** The number of guests in each room is determined by the fire inspector and is based on square footage. You may not exceed the maximum number of guests allowed.

➤ **Parking:** RMH has limited parking options for guests. One option is a parking pass for the Carver parking lot. The Carver pass allows guests to park in the lot 24/7. The cost of the Carver pass is a \$20 deposit that can be refunded when the pass is returned. Another option is a parking pass in the Finkbine parking lot. This option is at no cost for guests and visitors. The Finkbine lot is for families who have additional vehicles and who are waiting for a Carver parking pass. RMH is not responsible for any parking tickets issued by the University of Iowa. It is your responsibility to display your pass on your vehicle's driver side dashboard.

**\*Note:** RMH cannot reserve guest spots during athletic events. During this time the lot may become

full due to fans parking. If you are parked in the lot on game day, we suggest you do not move your car or you will forfeit your parking spot. Van shuttles may not be offered during high traffic times. Please see office for shuttle availability on game days.

↗ **Guest Laundry Rooms:** Open 24 hrs. Guests are required to write their guest room number on the whiteboard indicating washers and dryers being used and to remove laundry promptly when it is finished. Laundry detergent and dryer sheets are available in the laundry rooms.

↗ **Wi-Fi and TV:** You do not need a password for the Wi-Fi. It will automatically connect you to "Guestnet." Each guest room is equipped with a TV and a ROKU stick.

↗ **Cleaning:** Families are responsible for cleaning their own rooms, dishes, and towels/bedding during their stay. At check-out, guests should remove any personal items from their assigned kitchen and room refrigerators/freezers, cabinets, and dressers.

↗ **RMH Property:** Please help keep RMH clean by cleaning common areas/kitchen/playroom after use.

↗ **Food and beverages** are allowed in guest rooms. Guests should ensure perishable food is put away promptly and, and non-perishables are stored in a sealed container. *Please clean up drink spills or food debris promptly.* Notify RMH staff if you need any additional items to help clean.

↗ **Quiet Hours are 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 inside and outside.

↗ **Footwear.** Guests must not be barefoot when outside their guest room.

↗ **No open flames allowed,** including candles and incense.

↗ **Pets are prohibited.** Trained service animals are allowed.

↗ **Kitchen:** Non-suite rooms have an assigned cabinet space and a shared refrigerator. Please label food in your refrigerator with your name and room number. Any food in refrigerators that are not labeled with a name and room number will be tossed on Sundays. Please empty your cabinet and refrigerator space upon checkout. Please clean up after cooking and put dishes in the center island dishwashers.

↗ **Due to safety precautions, additional appliances are not allowed in the guest room.** The room is supplied with a mini refrigerator and other cooking appliances are available in our kitchen. RMH has additional storage for breast milk.

↗ **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. To stay ahead of maintenance issues, staff do a quick weekly room check on Sundays at 12pm. If anything requires maintenance in-between room checks, please notify staff immediately and we'll be happy to get it fixed for you.

↗ **Length of stay:** We recognize that your child's hospital stay may be unpredictable. Once you are a guest, you are welcome to stay 24 hours after your child is discharged from the hospital. For outpatient appointments, please consult with RMH staff about guidelines.

↗ **Check-out:** Guests must notify the front desk staff during office hours (7:30am-9pm) to check-out. Arrangements to leave outside of office hours need to be made in advance with staff. Families who leave without checking out with staff may forfeit their ability to stay in the future.

↗ **Any behaviors or profanity that staff determines** impacts the safety, health, or comfort of other guests, staff, or volunteers are not allowed

↗ **Use, possession, or impairment related to alcohol or a controlled substance,** unless prescribed by a licensed medical professional and used lawfully in the State of Iowa is not allowed.

↗ **Weapons** in or on RMH property are not allowed. 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/vapes. The closest area where tobacco use is permitted is on Newton Road, behind Carver Hawkeye Arena. Staff can help with directions.

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 both now and in the future. 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.

**Health Screen Date**

Guest Signature \_\_\_\_\_ Date \_\_\_\_\_ /\_\_\_/\_\_\_

Guest Signature \_\_\_\_\_ Date \_\_\_\_\_ /\_\_\_/\_\_\_

Guest Signature \_\_\_\_\_ Date \_\_\_\_\_ /\_\_\_/\_\_\_

Guest Signature \_\_\_\_\_ Date \_\_\_\_\_ /\_\_\_/\_\_\_

Staff Signature \_\_\_\_\_ Date \_\_\_\_\_

Staff Signature \_\_\_\_\_ Date \_\_\_\_\_

Staff Signature \_\_\_\_\_ Date \_\_\_\_\_

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—FOR STAFF USE ONLY—

**Health Screen Date**

Other Guest Name: \_\_\_\_\_ /\_\_\_/\_\_\_

Other Guest Name: \_\_\_\_\_ /\_\_\_/\_\_\_

Other Guest Name: \_\_\_\_\_ /\_\_\_/\_\_\_

Other Guest Name: \_\_\_\_\_ /\_\_\_/\_\_\_

**Parking Pass Issued:**

Carver (Pass #: \_\_\_\_\_) Date: \_\_\_\_\_ Carver (Pass #: \_\_\_\_\_) Date: \_\_\_\_\_ Carver (Pass #: \_\_\_\_\_) Date: \_\_\_\_\_

Vehicle Make & Model: \_\_\_\_\_ Vehicle Color: \_\_\_\_\_

Guest Name: \_\_\_\_\_ License Plate: \_\_\_\_\_ State: \_\_\_\_\_

Vehicle Make & Model: \_\_\_\_\_ Vehicle Color: \_\_\_\_\_

Guest Name: \_\_\_\_\_ License Plate: \_\_\_\_\_ State: \_\_\_\_\_

Vehicle Make & Model: \_\_\_\_\_ Vehicle Color: \_\_\_\_\_

Guest Name: \_\_\_\_\_ License Plate: \_\_\_\_\_ State: \_\_\_\_\_

