



Rules and Expectations

1. The purpose of the Ronald McDonald House (RMH) is to serve families from across the country and the world who are currently receiving medical care for their children. It is the responsibility of families to keep the atmosphere at the House as home-like and stress free as possible. Families must interact in a positive manner.
2. The patient must be receiving medically necessary ongoing care (generally 2-3 appointments per week). You will be asked to provide your child's appointment schedule throughout your guest stay.
3. Parents/caregivers are expected to be active participants in their child's cares.
4. RMH may contact Mayo Clinic to discuss patient/family issues that impact your stay. This contact includes the departments of medicine, nursing, social service and child life. By signing this, you authorize Mayo Clinic to release and share information as requested by RMH in order to meet the needs of your family.
5. Temporary lodging at RMH is a privilege and not a right and that failure to abide by the House Rules & Expectations, a copy of which has been given to you, may result in your family being asked to leave the House.
6. Families are expected to clean up after using **any** public area (i.e. Kitchens, Game Room, Playrooms, Great Rooms). Your cooperation in loading and unloading the dishwasher, putting away food, wiping off counters and stoves, emptying trash, picking up toys, etc. **is necessary and expected.**
7. Quiet hours are from 10:00 PM to 8:00 AM every day. This includes the public areas and your guest room. Please remember you have neighbors around, above and below you. **Also, all visitors must leave by 9:00 pm.**
8. **No smoking** is allowed in the House or on the House grounds. Please be respectful of our neighbor's property and do not smoke on it. You must dispose of cigarette butts appropriately.
9. Please be respectful of all guests, volunteers and staff at the Ronald McDonald House. Courtesy is expected of everyone in the House.
10. No discriminatory, unsafe, disrespectful, disruptive, abusive, offensive, suggestive, sexual or illegal behavior will be tolerated.
11. The following are **not allowed** in the House: alcohol or illegal drugs, firearms, knives or other weapons and no open flames (candles, incense, matches, lighters, etc.).
12. Families are expected to clean their guest room before checking out of the House. Failure to do so may result in your family not being able to stay in the future.
13. RMH is not responsible for personal belongings left in the House, on House property or in automobiles and that you waive any and all rights to make a claim against RMH in the event of damage, theft or loss of your property.
14. Children must be supervised by a parent or guardian at all times. **Please note that Other Guest Families, Volunteers, or Staff Members are NOT allowed to watch your children.** RMH does not assume responsibility for unsupervised children.
15. During our stay at RMH my family may be photographed or videotaped during RMH activities. I give my consent for these photographs and videotapes to be used for publication and/or broadcast to promote community awareness of RMH.

-----Children cannot be left alone at the House-----

I understand and agree to abide by these expectations and rules. I agree to inform my family and visitors of the expectations listed here as well as the rules in the guest room binder.

I understand that if I fail to follow these expectations my family will be asked to leave the House.

Signature: _____ Date: _____ Staff Initial: _____