



*At Ronald McDonald House Charities® of Northeast Ohio (RMHC NEO) The health and well-being of our guest families, volunteers and staff are our top priority. Our Home and Garden Program policies and guidelines prioritize the safety of our families, volunteers, and staff alike. All groups must abide by these rules to participate.*

## Participation requirements

- **Home and Garden volunteer groups may include a minimum of five (5) and a maximum of fifteen (15) volunteers.** Everyone who comes with your group will count toward this total and must be there to actively participate.
- **Home and Garden group volunteers must be at least 18 years old.**
- **All volunteers must be completely illness/symptom free (cold, flu, fever, stomach virus, etc.) for at least seven (7) days prior to volunteering.**
- **Volunteers must wear facemasks.** RMHC NEO will provide masks if necessary.

## Volunteer expectations

We strive to create a safe, welcoming, and respectful environment for our families, staff, and volunteers alike. As such, we expect volunteers to adhere to the following:

- We exist so families can be together when faced with the illness or injury of a child, and these families are incredibly stressed. Volunteers and staff must treat all families with compassion and respect.
- Volunteers are to follow the leadership and direction of RMHC NEO staff at all times. Those who fail to comply may be asked to immediately leave our program location(s) and may be restricted from participation in future volunteer opportunities.
- We welcome volunteers, staff and families of all backgrounds, races, and religions. Please exclude any personal religious influences while on-site to ensure a welcoming space for all.
- You may take photos of your group only. You may not take photos or videos of RMHC NEO families.
- Volunteers are prohibited from exchanging personal information with or soliciting services to our families.

## Frequently Asked Questions

### **What tasks will our group be participating in?**

Depending on the day, your group may partake in outdoor activities such as gardening, painting, organizing, and mulching. Indoor activities include cleaning, sanitizing, preparing

rooms, and organizing.

**What is the maximum number of volunteers per group?**

Groups may have a maximum group size of fifteen (15) volunteers. If your group includes more than fifteen volunteers, we ask that you divide your group and volunteer on different dates.

**I have an illness or symptoms that aren't associated with COVID-19, so can I volunteer?**

We require all volunteers to be entirely illness and symptom free for at least 7 days before volunteering. We cannot allow volunteers with an illness or symptoms of any kind to participate at this time.

**I volunteered and then tested positive for COVID-19. Should I let RMHC NEO know?**

We ask any volunteers who test positive for COVID-19 within 7 days of volunteerism to inform us immediately. This allows us to take the necessary steps for the wellbeing of anyone else who may be impacted.

**How long is my group expected to be at the House?**

Home and Garden group volunteer times will be decided based on each individual group. Please expect to be at the Cleveland House for a minimum of three (3) hours.

**Do I need to bring my own work gloves, and landscaping equipment?**

No. RMHC NEO will provide you with work gloves, along with any equipment you may need for the task given.

**Are RMHC NEO staff on-site during Home and Garden group volunteering?** Yes, there will be RMHC NEO staff present to answer questions, get you situated outside and ensure everyone is participating in a safe manner. In addition, a member of our team will provide direction throughout your entire volunteer time.

**Can my group get a tour of the House?** Yes! We will give tours to all groups before or after volunteering.

**My group can no longer attend on our registered Home and Garden group volunteer date, what should I do?** If your group is unable to volunteer on your reserved date, we will make every effort to reschedule your group for a future date. Please provide a 48-hour notice if possible.

**I still have questions, so who can I talk to for more information?** If you have any questions about Home and Garden group volunteering, these guidelines, or your group's participation, please contact Rebecca Cleveland at [rcleveland@rmhcneo.org](mailto:rcleveland@rmhcneo.org)