



## **Ronald McDonald House® in Cleveland House Guidelines**

The following guidelines have been established to provide a safe, clean and enjoyable atmosphere for all of our guests. Please note that these may change as information about COVID-19 changes. Guests will be notified of any changes. *Violation of any of these guidelines may result in immediate eviction from the Ronald McDonald House® in Cleveland ("House") or the inability to stay in the House again.*

1. **Reducing the risk of COVID-19:** We require that masks be worn in all common areas of the House. If you do not have a mask, one will be provided to you at the front desk. Masks are not required in your guest room. Social distancing of at least 6 feet is required in all common areas (including outside areas if there are people other than your family present). We ask that you frequently wash hands with soap and water for 20 seconds and avoid touching your face, eyes, nose and mouth. Hand sanitizer is located throughout the House. Please limit travel to essential trips to reduce possible exposure. Families are responsible for immediately disclosing any symptoms of illness or results of a positive COVID test. Guests must comply with state and local health orders.
2. **Occupancy:** Rooms must be utilized daily, and families must be involved in the patient's care at the hospital daily (for inpatients.) All patients (regardless of age) staying at the House need to be accompanied by a related adult, guardian, or caregiver over the age of 18.
3. **Visitors:** No visitors are allowed in the House with the exception of home health care or medical service providers. This visitor policy also applies to other family members who are not registered guests.
4. **Common Areas:** Many common areas are closed. Exceptions include the family resource center (computer lab), laundry room and some areas of the kitchen including the snack table, beverage counter, and family kitchens. The lobby is closed except for those who are waiting for a shuttle to the hospital, or guests who are checking in. Masks and social distancing are required in all common areas including hallways and the elevator.
5. **Food/Kitchen:** All eating must be confined to guest rooms or outside dining areas. Dinner will be delivered to your room or available as packaged meals in the Community Refrigerator. A delivery request needs to be filled out daily and can be found on the table as you enter the kitchen. There are also boxed lunches in the community refrigerator as well as packaged breakfast items, grab and go snacks, a beverage station and a variety of pantry items in the kitchen. One family at a time may prepare their own meals in either of the 2 family kitchens and food must be eaten in their room or outdoors. While preparing meals, families must wear masks and practice social distancing.
6. **Substance Abuse:** The use of alcohol or illegal drugs is strictly prohibited in or around the House. Violation of this policy will result in immediate eviction! Anyone under the influence (as determined at the sole discretion of the House) will be evicted immediately.
7. **Weapons:** Weapons are strictly prohibited in or around the House. Violation of this policy will result in immediate eviction.

8. **Smoking:** Smoking is permitted *only* on the circular patio across the back parking lot, per State law. Smoking in undesignated areas or tampering with smoke detectors or fire alarms will result in immediate eviction.
9. **Security:** DO NOT open any outside doors to anyone other than your own family. Please report any suspicious activities immediately to the front desk.
10. **Children:** Children (under age 18) must be supervised at all times by an adult (over 18).
11. **Child Abuse:** Child abuse will be reported to the proper authorities and may result in eviction from the House. In addition, the House is a “no hitting” zone.
12. **Cleaning:** Families are responsible for keeping their room clean and removing trash regularly. Common areas (kitchen, laundry, computer lab) must be cleaned immediately after use by wiping down all surfaces with disinfecting wipes which are available throughout the House. Families also must clean their rooms prior to checkout. Lack of cleanliness may result in eviction or the inability to stay again.
13. **Parking/Exits:** We have parking space for one car per guest room. Cars must be registered with the front desk, and families should park in the secured/gated back lot. Do not use emergency exits in non-emergency situations.
14. **Misconduct:** Disruptive behavior or general misconduct (as determined at the sole discretion of the House) is prohibited. “Quiet hours” are 9:00 p.m. to 8:00 a.m. daily.
15. **Harassment:** Harassment of guests or staff is strictly prohibited. Any act of harassment will be reported to the police and result in immediate eviction. If you are subject to any harassment, please contact the manager on duty.
16. **Pets:** Pets are strictly prohibited in or around the House.
17. **Other Prohibited Items:** Latex balloons, candles/flames and toy weapons (guns, bows and arrows, swords, etc.) are not permitted in the House.

**Note:** *The House staff reserves the right to enter any guest room to perform routine or emergency maintenance, or for any other reason. The House reserves the right to deny entrance to any guest. Exceptions to these rules must be approved in advance by House staff.*