

At Ronald McDonald House Charities® of Northeast Ohio, the health and well-being of our guest families, staff, volunteers, and community are our top priority.

We are excited to welcome volunteer groups back into our Cleveland Ronald McDonald House, and have refined our outdoor group volunteer policies and guidelines to keep everyone as safe as possible from the threat of COVID-19. We appreciate your cooperation and continued commitment to our families.

Participation Requirements:

- **Outdoor volunteer groups may include a minimum of three (3) and a maximum of eight (8) volunteers.** Everyone who comes with your group will count toward this total and must be there to actively participate.
- **Outdoor group volunteers must be at least 18 years old.** As an increased precaution, children are currently not able to participate.
- **All volunteers must be completely illness/symptom free (cold, flu, fever, stomach virus, etc.) for at least 14 days prior to volunteering.**
- **Participants will complete a health questionnaire upon arrival at the House.** We ask volunteers who test positive for COVID-19 within 14 days of any volunteerism to let us know as soon as possible.
- **Volunteers must wear facemasks when indoors.** Participants must bring their own masks.
- **Volunteers should consider personal health risks and limitations prior to volunteering.** The [CDC defines higher risk individuals](#) as older adults (65+), and people with serious, chronic medical conditions (heart disease, diabetes, lung disease, etc.).

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 and food only, and must thoroughly wash your hands after taking pictures or using your phone. 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

How do I book a volunteer date?

All bookings must be done via <https://www.rmhcneo.org/get-involved/groups/> or by emailing Scott Lovasz at Slvasz@rmhcneo.org

What tasks will our group be participating in?

Your group will partake in gardening, painting, organizing, and more.

What is the maximum number of volunteers per group?

Group volunteer groups currently have a maximum group size of eight (8) volunteers. Following COVID-19 we are limiting the group size to reduce the number of people in and out of our House. If your group includes more than eight 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 14 days before volunteering. We will not 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 14 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?

Outdoor group volunteer times will be decided based on each individual group. Please expect to be at the Cleveland House for a minimum of four (4) 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 outdoor 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? In an effort to reduce the number of visitors moving through the House, we will not be able to offer your group an indoor tour at this time. This is for the health and safety of the families staying with us, so we appreciate your understanding.

My group can no longer attend on our registered outdoor 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 outdoor group volunteering, these guidelines, or your group's participation, please contact Scott Lovasz at Slovasz@rmhcneo.org