



## How to Stay FAQs

### Who is eligible to stay at the Ronald McDonald House at Parkview?

The Ronald McDonald House (RMH) at Parkview provides temporary housing for the following:

- Families with children up to 21 years of age receiving medical care or treatment at an area hospital. Or, families with children between 22 – 30 years of age who has an ongoing, chronic childhood disease and/or who are being treated on a pediatric unit.
- Expectant mothers with high-risk pregnancies.
- A referral is required from the physician, nurse or social worker in order to be considered for residency.

### How do I request a room?

A referral is required from the physician nurse or social worker in order to be considered for residency. A referral does not guarantee that a family is eligible to stay at the RMH at Parkview. Once the referral is received, the RMH at Parkview will contact the family for next steps.

### How do I know if I have a room?

Once the referral is received, the RMH at Parkview will contact you directly to complete the registration process including:

- Background check - all family members 18 years of age and older requesting residency, must agree to a criminal background screening. The RMH at Parkview may not house any guest who is a registered sex offender, has been convicted of child abuse or who is subject of a pending or open child abuse case or investigation.
- Once the background check is completed and approved, the RMH at Parkview will proceed to guest registration.
- Guest registration – guest registration takes approximately 10- 15 minutes and includes on-line paperwork and an overview of our policies followed by a tour of the House. At time of registration, a valid photo ID (such as driver's license, State Issue ID, a valid passport, USA Employment Authorization or State ID) is required.

### **What if the House is full when I register?**

If a room is not available at the time you register, you will be placed on a waitlist based on a first come, first serve basis. You will also have the opportunity to become a day guest while waiting for a room.

### **What is the day guest program?**

The Day Guest program allows families to enjoy the amenities of the RMH at Parkview without registering for an overnight room. Day guests are required to complete a background check and have access to the house between 9:00am – 9:00pm, 7 days a week.

### **Are meals provided?**

Yes. Through our Kindness Kitchen, generous meal partners provide a daily breakfast bar and hot dinner. Refrigerated and pantry items are available outside of meals times. Families are also welcome to use our gourmet kitchen to prepare meals. All services are free of charge.

### **Are visitors allowed at the RMH at Parkview?**

Visitors are welcome between the hours of 9:00 a.m. and 9:00 p.m. All visitors must sign in/out at the front desk.

### **Can the rooms accommodate infants and toddlers?**

We have a limited supply of pack and plays that can be delivered to your room upon request.

### **What amenities will I find at the RMH at Parkview?**

- Sixteen guest rooms with private and semiprivate bathrooms.
- Gourmet kitchen in the main House with cooking supplies (pots, pans, coffee makers and coffee, utensils).
- Shared living room and dining area in the main House.
- Kitchenette with microwave, refrigerator, and coffeemaker in guest area.
- Free Snacks and ready to heat foods available all day.
- Free laundry facilities and supplies.
- Towels and bed linens.
- Children's toys and books.