



**Ronald McDonald  
House Charities®**  
of Northeast Indiana

## How to Stay FAQs

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

The Ronald McDonald House (RMH) provides temporary housing for families with children from birth up to 21 years of age receiving in-patient or outpatient medical care at an area hospital.

### How do I request a room?

A referral is required from a nurse or hospital case manager/social worker to be considered as a Day Guest/Overnight Guest at RMH. Once RMH receives the referral, Family Support Services will contact the family via phone to discuss offered services.

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

After initial contact, Family Support Services will provide the online registration links via email. These links include Back Ground Check and Guest Registration.

- Background Check - all family members 18 years of age and older requesting an overnight room must agree to a criminal background screening. RMH may not house any guest who is a registered sex offender, has been convicted of or has a pending or open case of child abuse, domestic battery, or felony charges.
- Once the background check is completed and \*approved, Family Support Services will proceed to guest registration.
- Guest registration – 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, is required.

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

If an overnight 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 can 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 RMH without registering for an overnight room. Day Guests are required to complete a sex offender check before beginning service. Day Guests have access to the House between the hours of 8:00am – 9:00pm during the week and 9:00am – 9:00pm on weekends.

### Is there a fee to stay at the Ronald McDonald House?

There is no fee to stay at the RMH or to enjoy our amenities.

### Are meals provided?

Yes. Through our Kindness Kitchen, generous meal partners provide our guests with a hot and delicious dinner every day. Additionally, drinks, pantry items, refrigerated and micro-wave meals are always available. Families are welcome to also use our gourmet kitchen to prepare their own meals as well.

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

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 podium inside the front doors of the House. A name badge must be worn while visiting the House and can be obtained at the podium as well.

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

Yes. We offer pack and plays and sleeping bags to those families with other children.

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

- Sixteen guest rooms with private and semi-private bathrooms.
- Gourmet kitchen with cooking supplies (pots, pans, dishes etc....)
- Shared living room and dining area in the common space of the House.
- Kitchenette with microwave, refrigerator, and coffeemaker in the overnight guest area. Snacks, drinks and ready to heat foods are available all day/night.
- Laundry facilities and supplies.
- Towels and bed linens, toiletries.
- Violet's Playhouse and children's toys and books.

### **What security measures are taken to ensure the safety of families?**

The safety of our families is very important. At the RMH, we do the following:

- Identification will be required for all registered adults and all adult guests are asked to wear yellow wristbands while in the House.
- Every family member over 18 years of age will undergo a check against the National Sex Offender Registry. All overnight guests will also undergo a criminal background check.
- Anyone under the age of 18 must be accompanied by an adult relative or legal guardian.

### **What is the maximum stay?**

Families are welcome to stay at RMH as long as their child is hospitalized/receiving medical treatment and they are utilizing their guest room on a consistent basis.

### **What are the Hours of the Ronald McDonald House?**

The Ronald McDonald House is open for Day Guests and visitors from 8 a.m. to 9 p.m.

Monday – Friday.

Weekend hours are 9 a.m. to 9 p.m.