

**Ronald McDonald House® of Cleveland, Inc.**  
**FAMILY ELIGIBILITY POLICY**

The mission of the Ronald McDonald House of Cleveland is to support families whose children are receiving treatment at area medical centers by providing a home-like environment and essential resources and services. In order to serve as many families in need as possible, Ronald McDonald House of Cleveland provides *short-term* lodging for eligible families.

**Basic Policy**

1. Families with children who qualify to use the House must fall within the following guidelines. The patient must be twenty-one (21) years of age or younger and be admitted to or receiving treatment at any Cleveland area hospital. Exceptions for the following reasons must be approved by House staff and confirmed by the hospital prior to the guest's arrival:
  - Patients under the age of thirty who are being treated on a pediatric unit at any Cleveland area hospital.
  - Patients between 21 and 30 years of age who have an ongoing, chronic childhood disease (e.g., cystic fibrosis or congenital heart defects).
  - Patients between 21 and 30 years of age who are still dependents of their parents/guardians.
  - Expectant mothers with high-risk pregnancies.
2. A completed and signed Patient Referral Form (PRF) is required within 48 hours of a family's arrival at the House.
3. One occupant must be at least 18 years old.
4. Only one room per family and one family per room. Each room can accommodate up to four people, with two double beds.
5. Reservations for international families must be made by the respective hospital's International Center with a House staff member.
6. For the protection of patients and families residing in the House, to the extent that the staff is aware, the following persons will not be admitted:
  - Patients or family members having, or having been exposed to, any communicable disease which may be transmitted by casual contact (e.g., coughing or sneezing). These include, but are not limited to: chicken pox (including shingles), tuberculosis (TB), influenza (the "flu"), rubella (measles), mumps and salmonella.
  - Patients or family members with uncontrolled body fluid excretions or secretions.
  - Patients or family members with uncontrolled behavior.
  - Patients or family members involved in an open Children's Services investigation.
7. The House welcomes families regardless of race, religion, nationality, gender or abilities.

## **Length of Stay Criteria**

The duration of family stays for eligible families is not limited during the time that children are undergoing inpatient treatment on a pediatric floor in our area hospitals. Patients who are receiving outpatient care must have a minimum of two appointments/treatments per week. Proof of appointments/treatments is required. We require that families check out by 3:00 p.m. the day after their last scheduled appointment. Emergency room visits do not count as treatments/appointments.

Stays are limited to a maximum of 60 consecutive days for outpatient care. Families will be provided with a one week notice when they are about to reach their 60 day maximum stay and are required to vacate the House within 24 hours after they have reached the 60 day maximum. When asked to leave after 60 days of outpatient care, families must wait at least 30 days before returning.

Exceptions to the 60-day rule require an explanatory note from the physician and are made at the discretion of House staff.

## **Requesting a Room**

1. A room may be requested by calling 216-229-5758 no earlier than 2:00 p.m. the day before the family is due to arrive at the Ronald McDonald House. The front desk phone is answered by volunteers from 9 a.m. until 9 p.m. seven days a week.
2. Rooms are assigned in the order in which they are requested. If a room is not available at the time of the request, the name is placed on a waitlist. As rooms become available, families are assigned rooms according to the waitlist order. If a room is not available, the House has a list of discounted hotels and alternate lodging.
3. First-time guests must arrive between 9:00 a.m. and 8:00 p.m. in order to register and have a tour.
4. If a room is being held for a family and the family does not arrive that day, the room will be held until noon the following day. If the family has not contacted the House by noon, the room then will be given to the next family on the waitlist.
5. The nightly room fee is \$20 (actual cost to the House is \$75 per night). Families are asked to pay a 3-night deposit of \$60 or provide a credit card at check-in.

## **Guest Requirements**

1. Families must agree to abide by the House Rules and Home Healthcare Policy (explained and distributed at check-in) and may be asked to leave for failure to do so.
2. Families must clean their room, including the bathroom, and wash the room linens before departure. Families must also clean up after themselves in the kitchen and other common areas.
3. Families must check out by 3:00 p.m. the day after their last scheduled appointment.
4. Families must provide an updated, signed PRF with 24 hours of the end date of the initial PRF or they will be required to vacate the House within 24 hours.