House Policies & Guidelines

Ronald McDonald House®
North Central Wisconsin

Hours of Operation

- Office and Visitor Hours: 8:00 am – 9:00 pm
- Quiet Hours: 10:00 pm – 7:00 am

Check-In/Check-Out:

- Welcome, we're so glad you're here!
- To help us care for everyone:
  - Please make sure all guests staying overnight are registered and let our staff know of any changes.
  - We ask that each guest check in with a staff member at least once a day so we know you're here and comfortable.
  - Away overnight? Please return any House property before leaving.
  - When it's time to check out, kindly notify staff and complete the check-out list provided.

Emergency Procedures:

- Your safety is our top priority.
- If an emergency arises, dial 8-911 right away and follow the instructions of our staff.
- If you hear the fire alarm, evacuate immediately. Our team will guide and assist you.

Housekeeping:

- We want everyone to feel comfortable in a clean and welcoming home.
- Please keep all food and beverages, except water, in the kitchen.
- Guests are responsible for keeping their bedrooms and shared areas tidy, including dishes, counters, and laundry. Cleaning supplies are available in each bedroom. Please let staff know if any additional supplies are needed.

Safety and Security:

- For everyone's protection, keys are provided only to adult guests or parents of patients on the registration.
- Our entrances are monitored by security cameras 24/7 to help keep the House safe and secure.
- To ensure a healthy, supportive, and safe environment, guests must not be under the influence of alcohol, illegal drugs, or other substances while on House property.

Child Supervision:

- Siblings are welcome!
- Children under 12 must remain in sight of a parent/guardian.
- Children 12–17 may be unsupervised only if a parent/guardian is present on the property.
- Guests may have an adult (18+) supervise children while visiting the patient, with staff notification.

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Bedroom Use:

- We hope your bedroom makes you feel truly at home.
- For everyone's safety and privacy, please do not enter the bedroom of another guest family.
- Our staff may enter bedrooms as needed for emergencies, maintenance, or routine checks, always with care and respect for your space.
- Bedrooms must be used daily. If you plan to be away for one or two nights, please notify staff and request approval in advance.

Dress Code:

- We invite all guests to dress modestly and wear appropriate foot coverings in common areas.

Behavior & Respect:

- We cherish a safe, welcoming, and family-friendly environment. Please help us by:
  - Respecting the privacy of all families. Do not share names, photos, or identifying information without consent.
  - Avoiding threats, violence, harassment, or disruptive behavior.
  - Refraining from smoking, tobacco use, alcohol, or illegal drugs on the property.
  - Caring for the House and its belongings, avoiding theft, destruction, or misuse of property.
  - Not bringing pets unless certified as a Service Animal.
  - Ensuring that individuals who are registered sex offenders, have felony convictions, pending felony cases, or other violent crime histories do not enter the property.

Health & Infectious Disease:

- The health of you, your pediatric child, and the well-being of all our families is very important to us.
- Please let our staff know if you or your child are feeling unwell. Depending on the situation, you may be asked to stay home or temporarily stay elsewhere to help keep everyone safe.
- If you have a contagious illness, we kindly ask that you wear a mask in shared spaces. Surgical or N95 masks are strongly recommended to protect yourself and others.
- For safety, all sharps should be disposed of at a hospital or clinic.

Property & Policies:

- To help us care for everyone, please use House property respectfully. RMHC of Marshfield may need to revoke access or seek financial restitution if property is misused, damaged, or not returned.
- Following House policies helps keep our environment safe and welcoming, and violations may result in removal from the House if necessary.

Participate in Care

- Families are asked to visit and be actively involved in the care of their patient at least once a day during inpatient care, helping provide comfort, love, and support.