Ronald McDonald House: Akron Guest Guidelines

Ronald McDonald House
Northeast Ohio

General Information

- No charge parking is in the Buchtel Parking Deck (P3).
- A suggested donation is $20 per night, but any amount helps us to continue operations for future guests. No one is turned away if they are not able to contribute.
- In common areas, shoes or slippers must be worn for safety & hygiene reasons.
- Daily extended visits with your child in the hospital are required while they are admitted.
- Please advise the front office if you will be away from the House for more than 2 nights.
- Each room can accommodate up to 4 registered guests per family. Anyone under the age of 18 must always be with a registered adult. Rooms must be utilized daily and families must be involved in the patient's care at the hospital daily (for inpatients).
- All adults (18 years of age or older) are required to pass a Criminal Background Check prior to arrival at RMH.
- Visitors-please see a Family Service staff member for our current Visitor Policy.

Security

- For everyone's safety, do not let anyone in the front doors. All guests have keys.

Non-permitted items/activities

- Smoking, vaping, alcohol, illegal drugs, weapons, and pets are not allowed on the premises. Additionally, latex balloons, open flames (including candles and incense), and toy weapons (such as guns, swords, and bows/arrows) are not permitted.

Guest Room Upkeep

- Guests are responsible for keeping their rooms clean during their stay. Cleaning products can be found in the guest rooms or at the Front Desk.
- If you need fresh linens (towels, sheets, blankets, pillowcases, etc.) please bring the dirty ones to the Front Desk to be swapped out for fresh ones (between 9a-8p).
- Laundry rooms are available for personal laundry on guest floors (supplies located in the laundry rooms).

Food & Beverages

- Dinner is for registered guests only and is served between 5:30p-6:30p daily at the serving line. Please no kids in the serving line. Leftovers are placed in the community refrigerator.
- Guests may eat in their rooms or in the dining room if space is available.
- Personal food/beverage items: see Front Office for storage options.

Medical Information

- Breast pumps are shared and available on the guest room floors. Please request a refrigerator your room to store breast milk. Only breast milk may go in this fridge.
- All medical equipment (including diabetic needles) must be disposed of at the Hospital.

Weekly Room Checks

- Room checks will be performed weekly. You do not need to be present while we perform our room check. Two staff members will check your room whether you are present or not. A note will be left with any items to address.

Child Abuse

- Child abuse will be reported to the proper authorities and may result in eviction from the House.
- In addition, the House is a "no hitting" zone.

Misconduct

- Disruptive behavior or general misconduct (as determined at the sole discretion of RMH NEO) is prohibited. "Quiet hours" are 9:00 p.m. to 7:00 a.m. daily.

Harassment

- Harassment of guests or staff is strictly prohibited. Any act of harassment will be reported to the police and result in immediate eviction. If you are subject to any harassment, please contact the manager on duty.

Please sign the line below if you agree to the Ronald McDonald House: Akron Guest Guidelines. Please note, if you do not adhere to these guidelines, you may be asked to give up your room at Ronald McDonald House: Akron.

Guest Signature: _____ Date: _____

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Guidelines subject to change in response to changes to partner hospital, global or local health authorities' guidance. Effective January 1, 2025