



REFERRALS



The mission of Los Angeles Ronald McDonald House is to provide comfort, care and support to children and families in Southern California. Our vision is a community where children and their families embrace life and healing with a sense of hope, enthusiasm, courage and joy.

To send a referral for a room or Day Pass, please email LARMH-RoomRequest@rmhcsc.org.

To check the status of a referral, please call 323-644-3060.

For other questions or to schedule a tour, please contact:

Marco Calderón
Operations Manager
323-644-3085
mcalderson@rmhcsc.org
www.rmhcsc.org/losangeles

Guest Eligibility

PEDIATRIC PATIENTS

Patient must be under the age of 18. Exceptions will be made for returning guests up to the age of 21.

PRIORITY SCHEDULING

- | | | |
|--|------------------------------|------------------|
| • Level of Care | • Distance | • Length of Stay |
| 1. Critical | 1. 200 miles away or further | 1. 30+ nights |
| 2. Inpatient or requiring treatment >3x weekly | 2. 30-199 miles away | 2. 4-30 nights |
| 3. Surgery | 3. <30 miles | 3. 1-3 nights |
| 4. Non-Critical and General Pediatric | | |

NON-PATIENT RESIDENTS

Parents, guardians and essential caregivers involved in the daily support of the patient are able to stay in the guest rooms. Siblings may stay as long as their parent/guardian is registered. Adults must show ID with name and date of birth. Unrelated children are not allowed to stay in guest rooms.

DIVORCED OR SEPARATED PARENTS

Assuming joint custody, it is up to the parents to decide who will stay in the House.

MINOR PARENTS

Guests under the age of 18 may not stay without a parent or guardian. Exceptions will be made for married couples under 18 or emancipated minors with court-issued declaration.

ADOPTIVE OR FOSTER PARENTS

Parents going through the adoption process may stay, provided there is proper documentation.

HIGH-RISK PREGNANCIES

Pregnant mothers are allowed with an adult caregiver.

HOMELESS FAMILIES

Homeless referrals will be assessed on a case-by-case basis. Los Angeles Ronald McDonald House (LARMH) is not equipped to serve as long-term housing nor to establish residency.

SERVICE ANIMALS

Service animals are allowed with proper documentation and vaccination.

DCFS AND ABUSE

Families with open cases of domestic/child abuse or who have previous violations will not be allowed. Accommodations will be denied to any person that has been convicted of any crimes, particularly crimes against children, is a registered sex offender or who has been convicted of spousal or child abuse.

INTERNATIONAL FAMILIES

International families are welcome, though it should be communicated that LARMH is not equipped to serve as long-term housing nor to establish residency.

Our House

RESERVATIONS

Families must be referred to the Los Angeles Ronald McDonald House (LARMH) by their child's medical team at a local hospital or clinic. Rooms are assigned by availability and priority, based on the information provided on Room Requests.

Most rooms hold 1-2 or 3-4 people. We have a small number of rooms with a maximum occupancy of 6 people, typically used by long-term guests. Room occupancy must never exceed local fire code.

We now have short-term stay rooms. Families of patients with a non-critical diagnosis or treatment plan and with only 1x/weekly appointments should be referred to a short-term stay room (1-3 nights).

ROOM DEPOSIT AND DONATIONS

Each family is required to give a \$20 cash refundable deposit at check-in for cleaning, room keycards and food bins. This will be refunded upon completion of check-out process, including the return of room keycard(s) and a final room inspection.

There is a recommended donation of \$25 per night for each room. Guests may make this weekly donation every Monday and re-key their electronic keycard at the same time. However, no family is ever turned away because of inability to pay. We are happy to adjust the rate based on what the family is comfortable donating.

CHECKING IN

Our hours of check-in are 3:30pm-7:30pm, seven days a week for resident guests as well as Day Pass guests. If a family needs to check in later than this, we ask that they let our Front Desk know so we can plan accordingly. With the exception of international families who may arrive early due to their flights, we ask families to wait until 3:30pm to check in as to allow housekeeping time to prepare rooms. The check-in process lasts between 20-45 minutes, including a tour of the facility.

CHECKING OUT

We ask guests to check out before 12:00pm when possible. Guests should take out their trash, strip the beds of linens and remove all personal belongings before checking out. Their deposit will be returned if the room is left in good condition and all borrowed items (i.e. keycard, remote) are returned.

LENGTH OF STAY

A family's length of stay is determined by their medical team. Social workers can submit a referral for up to 28 days. When needed, social worker or medical professional can complete an extension form.

ROOM INSPECTIONS

House staff perform regular room inspections to address and/or prevent maintenance issues, ensure cleanliness and good hygiene of our facilities as well as to help prevent health complications. LARMH reserves the right to perform random inspections in rooms throughout a guest's stay. Guests may be asked to leave if found in violation of our House guidelines as a result of inspection.

FACILITY USE

Our House is comprised of two buildings, Fountain and Helms, separated by a half-block. Guests in either building are welcome in all common areas and at all events. We are one House!

FOOD & DRINKS

The House provides breakfast every morning from 7:30am to 10:00am. We typically offer a simple breakfast of cold cereal, oatmeal and milk.

All food must be eaten in the kitchens, dining rooms and cafés. Each guest room is assigned one pantry cabinet, one freezer bin and one refrigerator bin in the kitchen.

One wing in Fountain is specially designed for families whose children have been identified by a doctor as having an immunocompromised system. To protect these children, the families staying in the outside wing are able to eat and drink in their rooms, typically equipped with a small refrigerator, cabinet, microwave and dining table.

KITCHEN & DINING

Kitchens, dining rooms and cafés are open 24 hours. We ask all guests to help ensure the cleanliness and good maintenance of our kitchens and dining areas by cleaning after themselves.

PARKING

All vehicles must be registered at the time of check-in. Each room will receive one parking pass for the underground garage. Day Pass guests must park in one of the visitor lots.

LAUNDRY

We provide free washers and dryers, as well as complimentary laundry detergent that can be picked up at the Front Desk. Clothes left unattended will be removed by staff in order to allow other families access to the machines. Laundry hours are 7:00am to 10:00pm daily.

EXERCISE ROOM

The Exercise Room is located on the third floor of the Helms Building and open to guests ages 18 years old and over. If a minor wishes to use the Exercise Room, the parent/guardian must sign a release form for the child. If the minor is a patient, it is recommended that the parent/guardian receives authorization from the child's doctor or nurse. Exercise Room hours are 7:00am to 11:00pm daily.

FAMILY ROOM

The family room is on the first floor of the Fountain building. It features a large aquarium, comfortable couches and a variety of DVDs, books and magazines for families to borrow or take home.

PLAYROOMS

Playrooms in both buildings have toys and various video game options and are open from 9:00am to 9:00pm daily. Video games and accessories are available for check out. An adult should be with minors at all times and parents are responsible for cleaning up after their child(ren).

PERSONAL REFRIGERATORS

LARMH offers personal mini-fridges for check out. The mini-fridge can be kept in the guest room for breast milk, medicine and water only.

SMOKE-FREE FACILITY

We are proud to be a smoke-free facility. We value the health and well-being of our guest families, staff and volunteers, and we consider ourselves part of the whole continuum of care.

Our Programs

DAY PASS

For families who do not meet LARMH guest eligibility guidelines, do not need a room or we are unable to schedule, we offer Day Passes. These include access to LARMH common areas between the hours of 9:00am and 9:00pm, Meals of Love, Help Yourself pantries and the laundry facilities. Less formal, Day Pass guests can be referred verbally or over email by a partner hospital social worker.

FAMILY SUPPORT SERVICES

Family Support Services (FSS) is a program to provide support and resources to families staying at LARMH. Individuals, couples or the entire family are supported in the privacy of the FSS offices or around the House, in the kitchen, in the playroom: wherever guests feel most comfortable. FSS also plans and manages House activities such as Fun Clubs, workshops, holiday activities and special events to provide a caring, supportive and fun environment.

Each family, new or returning, is assigned an FSS intern. FSS staff will stay in touch, but guests are also welcome to contact him or her at any time.

FUN CLUBS

Fun Clubs are two-hour programs designed to provide entertainment for guest families. Some Fun Clubs are oriented toward children, others toward adults and others for the whole family. Fun Clubs may entail arts and crafts, movie nights, video games, dancing, music lessons and/or board games.

MEALS OF LOVE

Throughout the week, groups from the community provide a complimentary meal to families staying at LARMH. Meals of Love may take place during breakfast, lunch or dinner at either of our two buildings.

HELP YOURSELF

Our "Help Yourself" program offers a communal pantry and refrigerator bin in each kitchen. Guests are welcome to that food at any time. Leftovers from Meals of Love will also be available in the Help Yourself areas.

FURRY FRIENDS ANIMAL THERAPY

Research has shown that interactions with animals, most commonly observed in dog therapy programs, can positively impact a child's health. Our program hosts miniature horses, dogs and bunnies, and every animal that visits brings smiles and joy to the families and children staying at the House.

BIRTHDAYS

We believe in celebrating all the milestones that happen at our "home away from home". In a partnership with Daymaker and Rock the Party, we are able to provide every child staying at our House the simple childhood joy of celebrating their birthday. On their big day, wrapped gifts are left for them along with a card. We also have "birthday kits" filled with celebration essentials as well as monthly birthday parties.

Guidelines

REGISTERED GUESTS

Only registered guests are allowed to stay overnight at our facility. If a family wishes to add a registered guest, the individual must receive approval from the Operations Manager and meet with Family Support Services. At no time can the number of guests in a room exceed the maximum capacity determined by local fire codes.

VISITORS

Visiting hours are 9:00am until 9:00pm. All visitors must register at the Front Desk and wear an identifying wrist band or visible name badge at all times. No visitors are allowed in guest rooms at any time, except in the case of an emergency. To prevent the spread of infection, all visitors must wash hands upon arrival and cannot currently have a contagious disease.

CONTINUOUS USE

Due to the tremendous demand for our services, guest rooms should not be empty for more than 24 hours at a time. If a family elects to leave for longer than 24 hours, they must check out with the Front Desk and take their belongings; otherwise, they will be considered as having abandoned the room. If this occurs, staff will complete the check-out process and remove any remaining belongings so that another family may use the room. The deposit will not be returned and any belongings will be stored up to 30 days.

ROOM UPKEEP AND INSPECTIONS

We ask that guests do not mark on or apply tape to walls, furniture or appliances. Making permanent damage to room or nailing/drilling into walls or ceiling will result in being charged for the cost of room repairs. Staff perform inspections throughout a guest's stay as well as upon check-out to ensure the good maintenance of the room.

COMMUNICABLE DISEASE

Exposure to infectious diseases represents a serious health threat to children who are at an increased risk due to complications of their illness and/or medical treatment. **Anyone with an infectious disease or who has been exposed to an infectious disease will be denied admittance to the House.** Guests who have had an infectious disease or who have been exposed to an infectious disease must have a clearance note from their doctor before being re-considered to stay at LARMH.

MEDICATION

Staff and volunteers cannot provide or administer any medications, including over-the-counter medications or remedies. Staff and volunteers cannot sign for any medication, equipment or supplies delivered to the Ronald McDonald House.

COMMON AREAS

Guests should clean up after themselves and their visitors, wear appropriate clothing in common areas and use family-friendly language.

CHILD SUPERVISION

Children under 18 years of age must be with an adult at all times. Parents are responsible for cleaning up after their children.

SOCIAL MEDIA

House guests must not disclose confidential information or use the names, photos or other identifying characteristics of other guest families without written consent.

SMOKING

Smoking is not allowed in guest rooms, common areas, parking lots, garages or walkways surrounding the House. Due to the acute conditions of the children at the House, smoking on the LARMH property **will result in immediate termination of a guest's stay**.

ALCOHOL AND DRUGS

Alcohol or illegal drug possession or use is not tolerated on the premises at any time and **will result in immediate termination of a guest's stay**.

VIOLENCE

Abusive physical behavior or language toward family members, guests, volunteers or staff will not be tolerated and **will result in immediate termination of a guest's stay**.

WEAPONS

Possession of weapons is not permitted on the premises and **will result in immediate termination of a guest's stay and may require police intervention**. On-duty officers of the law staying at LARMH must obtain written approval by the Executive Director if they plan to have a weapon in their room.

STEALING

Removing items from another family's food bins, room or other personal belongings **will result in immediate termination of a guest's stay**.

BEHAVIOR

LARMH does not condone any form of conduct that creates an intimidating, hostile or offensive environment for guest families, staff, volunteers or visitors, or otherwise unreasonably interferes with the Ronald McDonald House communal living environment. LARMH reserves the right to discontinue a guest's stay at any time.