

Going Green

Going Green - ways you can help the Ronald McDonald House® save money while saving the planet.

CONSERVE ELECTRICITY IN THE HOUSE

Before leaving your room for the day:

- Turn off all lights in your room
- Turn down the heat in winter
- Turn off the air conditioning in summer
- Turn off the ceiling fans
- Turn off the television and the radio

In the Computer Room:

Turn off the computer when you are finished using it

Turn off the lights

RECYCLE MATERIALS

- Aluminum cans go in the dining room receptacles
- Newspapers go in the bin in the outside trash enclosure
- Cardboard - break it down and put in the outside trash enclosure
- Plastic and glass containers go in the receptacle in the kitchen closet

Thank you for helping reduce the amount of trash going to the landfill.



RONALD MCDONALD
HOUSE CHARITIES

Guest Handbook



Mission, Vision, Values

Mission

Ronald McDonald House Charities of New Mexico® provides a home-away-from-home for families with ill children.

Vision

Strengthening families and community one child at a time.

Values

Service delivered with love and compassion

Accountability to our diverse community

Families, our reason for being

Excellence in everything we do



Family Room



The Ronald McDonald Family Room® is a respite area at UNM Children’s Hospital for family members of ill children who spend countless hours at their child’s bedside. The Family Room provides a quiet place where family members can read, enjoy a light meal, use the computer or just sit quietly. It also provides free laundry facilities for families and a separate playroom for the siblings of ill children.

Amenities available:

- Office area with computer
- Books, periodicals & games
- Seating area with recliners
- Kitchen area with refrigerator and microwave
- Snacks, easy-to-eat food & beverages
- Dining area
- Children’s quiet play area
- Washer & dryer

Hours of Operation

Monday - Friday	9:00 am-6:00 pm
Saturday, Sunday	1:00 pm-5:30 pm

Location

The Ronald McDonald Family Room® is located on the 6th Floor in the Child Life Department of UNM Children’s Hospital.

Phone 505-272-4303

House Programs

Planned Giving

Many people who would like to make a substantial gift to Ronald McDonald House Charities of New Mexico® (RMHC-NM) cannot do so because of other financial obligations. Making a planned gift or remembering the House in your will, provides a way to make a larger gift than you thought possible. By considering your total financial picture, you may be surprised at how you could make a significant gift to RMHC-NM with tax benefits.

Volunteering

Ronald McDonald House Charities of New Mexico® is able to accomplish its mission thanks to countless volunteers. We are always looking for people to help do light housekeeping and yard work, answer phones, help bake, volunteer at special events and help host at the Ronald McDonald House Family Room®. To learn more about volunteer opportunities please contact Stephanie at the Guest Services reception area or by phone at 505-842-8960.

Special Events

Throughout the year, RMHC-NM hosts fundraising events that help raise money to operate the House. Events include the annual Girls Night Out, Swing Fore the House Golf Tournament, and Ryan's Run.

For more information on Ronald McDonald House® programs, please contact a RMH staff or visit our website at www.rmhc-nm.org.

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Welcome

“Your home-away-from-home”

Welcome to Ronald McDonald House of New Mexico. Our mission is to provide your family with a home-like residence while your child receives medical care. We hope you'll find and contribute to a supportive, comfortable environment.



In this handbook, you will find rules and guidelines for staying at the House and some helpful information that we hope will make your stay easier.

A “Welcome” notebook containing information about services in the Albuquerque area is also available in your room.

We are happy to be your “home-away-from-home.” Please let us know if there is anything we can do to make your stay more comfortable.

Sincerely,

Sandy Mann
Executive Director

Sharon Nolen
House Manager

Suzi Mattson
Guest Services

House Programs

Wish List

With hundreds of people accessing our services every week, Ronald McDonald House® always appreciates donations of food, paper products, supplies, and professional services. Please visit the Guest Services reception area for a complete list of items on our wish list or visit our website at www.rmhc-nm.org.

Pop-Tab Program

Collecting the tabs off of beverage cans is something everyone can do. The tabs are recycled and the money is used to offset operating expenses. By pulling the tabs off your soda cans and dropping them off at the Ronald McDonald House®, even the youngest child in your family can learn the importance and pride of community service.

Engraved Bricks

To build our endowment fund, Ronald McDonald House Charities of New Mexico® is offering personalized engraved bricks for only \$100 each. The bricks are installed in the courtyard as a lasting memento. Engraved bricks can honor a family member or friend or as a memorial for a loved one. They are also a nice way to celebrate birthdays, graduations, holidays and more. You can purchase a brick at anytime during the year. Every November we will host a bricklaying ceremony in the courtyard.

House Guidelines

Smoking Policy

Ronald McDonald House® is a non-smoking facility. Smoking and chewing tobacco are not allowed in the House. There are designated outdoor smoking areas located at the east and west entrances. Please help to keep the grounds clean by disposing of any cigarette butts in the metal receptacles provided at each designated smoking area. Please do not throw other trash in the receptacles provided. If you are caught smoking anywhere in the House or at any of the inner patios and play area you will be asked to leave the House and pay a \$25.00 room cleaning fee.

Infectious Disease Policy

Many of the children staying at the Ronald McDonald House® (RMH) have severely suppressed immune systems making even a slight infection life threatening. To protect this “at risk” group and all guests staying or visiting RMH it is your responsibility to communicate any potential illness or infection to RMH staff members. A determination will be made if any special precautionary measures are needed, including relocation outside the House.

We are especially concerned about chicken pox, measles, meningitis, hepatitis, whooping cough, mumps, tuberculosis, and bacterial or viral infections (including cold and flu), impetigo, head lice, and scabies.

Medical Waste Disposal

Please do not throw needles or medical waste in the House trash receptacles. Needles and medical waste should be disposed of by the healthcare agency taking care of your child. Please consult with your medical personnel regarding disposal methods.

Staff & Contact Information

Ronald McDonald House Charities of New Mexico®
1011 Yale Blvd. NE • Albuquerque, NM 87106
505-842-8960
505-764-0412 Fax

Code for door to trash building: 87106
Emergency Phone Number: 505-573-0489 (6 pm-8 am)
Website www.rmhc-nm.org

Staff

CEO/Executive Director	Sandy Mann
House Manager	Sharon Nolen
Guest Services Manager	Suzi Mattson
Volunteer Coordinator	Stephanie Hannaford
Development Director	Patricia Brkich
Development & Marketing	Melissa Gomez
Development Assistant	Kara Bergevin
Maintenance/Janitorial	Bill Nelson
Housekeeping	Annie Garcia
Resident Night Managers	Justin & Coreen Tanner
Weekend Staff	Ann Armijo
	Henry Perez
	Amanda Veracka

Admission

The Ronald McDonald House® is a “home-away-from-home” open to families that have children 18 years of age or younger receiving active medical treatment in Albuquerque and whose home is 50 miles or more away. Initial admission is by referral from hospital or clinic personnel.

Check-In Times

Monday - Friday	8:00 am - 4:30 pm
Saturday & Sunday	9:00 am - 4:00 pm

Check Out

1:00 pm

Please inform the Guest Services office when you know you will be checking out. *(This will help us to prepare for the next family waiting for a room.)*

Room Rate

Families are asked to make a \$15.00 donation per room, per night, one room per family.

Key Deposit

A \$5.00 key deposit is required at check-in. It will be refunded when you return your room key, parking pass (which is issued to you upon check-in) and other items that may have been checked out during your stay.

Room Capacity

Fire code limits room capacity to a maximum of five guests per room. Three guests can be over the age of twelve. All people staying in the room (adults and children over 12) must be registered at the Guest Services office and wear an ID bracelet which is issued to you upon check-in.

House Guidelines

Signing In and Out

Sign in and out sheets are located at the east door and at the Guest Services reception area. All families should remember to sign in and out during their stay. It is important for RMH staff to know if you are in or out of the House in case of an emergency or if hospital staff is trying to get reach you.

Leaving RMH to go home during your stay

For families that need to take care of personal business at home while they are staying at the Ronald McDonald House® can leave RMH for no more than two consecutive nights without forfeiting their room. RMH staff must be notified if you plan to return home anytime during your stay.

Medicaid or your HMO will not pay for any nights that you do not physically stay in the room. Families are asked to make a donation of \$15.00 per night while away. If a family needs to stay away longer than two consecutive nights, they must check-out. Families absent from RMH more than two consecutive nights will forfeit the room.

Visitors

Visitors are welcome between the hours of 9:00 am and 10:00 pm each day. Please meet your visitors at the House entrance. All visitors must sign in at the Guest Services reception area and wear an ID badge while on the property. Visitors will sign out at the end of visit and return ID badge at the reception area. Visitors should follow House Guidelines while they are on site.

House Guidelines

Dinner

Dinners are frequently provided by volunteers through our Guest Chefs program. The meals are free of charge and are generally served between 5:00 pm - 6:00 pm. A Guest Chefs calendar is posted in the kitchen providing dates and volunteer groups scheduled to cook dinner. We encourage families to enjoy these home cooked meals. Thank you notes to our Guest Chefs are also encouraged. Complimentary stationery and thank you cards are available at the Guest Services reception area.

Conduct

We ask all guests to conduct themselves in a manner that is helpful in maintaining a communal atmosphere. Inappropriate behavior includes the following and may be grounds for forfeiting your stay at the Ronald McDonald House® (RMH)

- Any criminal activity
- Domestic violence
- Firearms
- Loud, disruptive conduct
- Physical punishment, including spanking of children
- Property damage or vandalism
- Smoking in undesignated areas
- Theft
- Unsupervised children
- Use of drugs or alcohol

Supervision of Children

Parents or legal guardians are responsible for supervising their children at all times. RMH Volunteers and staff are not responsible for supervising children. No one under the age of 18 may be left alone in the House. Leaving your children with another guest family is prohibited.

Housekeeping & Maintenance

Laundry Services

While you are staying in the House, families are asked to keep their room clean. Guests are responsible for washing their linens and bath towels during their stay. A laundry room is available to all families, complimentary pre-measured laundry detergent is available.

Cleaning Supplies

There are cleaning supplies, paper towels, rags, and vacuum cleaners located in a "Cleaning Closet" on each floor. Families are welcome to use these supplies as needed to keep their rooms in order. Please return them to the closet after use.

Common Areas

Please pick up after yourself and your children in the common areas. Please help your children to return toys to shelves and toy boxes after playing. All toys must remain in the House.

Personal Trash

Guests are asked to keep rooms clean by disposing of your personal trash regularly. Please dispose of your personal trash outside in the trash building located north of the House. Access can be gained by exiting through the dining room door and by punching in the code: 87106 on the door of the trash building.

Room Entry

While every effort will be made to ensure guest privacy, House Management reserves the right to enter any room without prior notice to the guest for maintenance purposes. If your room has been entered in your absence, a card stating this will be left in the room.

Services Available

Kitchen Storage

Private food storage is available for each family. This includes dry cabinet storage and refrigerator space.

Laundry Facilities

Washers and dryers are available for your use while you stay at the House. For your convenience pre-measured detergent and fabric softener is available.

Telephones

Each room has its own telephone and direct number. Please have your family, hospital and clinic staff and friends call you directly on your room phone. Only local and toll-free calls can be made from your room. You may use a calling card to make long distance calls from your room.

Movies & Games

Videos (VHS & DVD) and games are available for check-out at the Guest Services reception area. All videos and games must remain in the House.

Community Refrigerators

Two community refrigerators are located in the House kitchen. We often have food donated to the House by generous people in the community. Some donated items include: coffee, eggs, milk, bread, cereal and individual snack items.

Items in the community refrigerators are available to all guests staying in the House.

House Guidelines

Security

The entry doors to the Ronald McDonald House® are always locked. For the safety of all guests, exterior doors are never to be propped open. Do not open the door for anyone that you do not know. Security cameras monitor all exterior doors. Please keep your room door locked at all times. RMH is not responsible for the loss, theft, or damage to personal property.

Food & Drink

All food and beverages must be consumed in the kitchen or dining areas only.

Food Storage

All guests of the House may supply their own food. Storage cabinets and refrigerator space is available to each family. Guests are asked to label all personal food and drink with your last name and room number. When you check-out, this food can be moved to the community refrigerators.

Preparing Meals

Guests are invited to prepare their own meals. Cookware, utensils, dishes and condiments are available in the kitchen. All guests are asked to clean up after each meal by rinsing all cookware, dishes and utensils used and place them in the dishwasher. Please remember to clean all counter space, microwaves and stove tops after use. Microwave covers are provided to avoid any splatters.

House Guidelines

The Ronald McDonald House® (RMH) is a focused effort that requires the cooperation of each family in residence. We need all families to comply with the House Guidelines to ensure a comfortable and supportive environment. If a family is unwilling or unable to comply with House Guidelines, the privilege to stay will be forfeited.

If you have any concerns or issues regarding your stay, please contact Sharon Nolen, House Manager or Suzi Mattson, Guest Services Manager by visiting the Guest Services reception area or by phone at 505-842-8960. All matters will remain confidential.

Confidentiality

Confidentiality is important to all families in the House. Any personal information the RMH staff has access to will be considered confidential. We ask everyone to be equally respectful of other families privacy.

Guest Exit Survey

Upon check-out, we ask that you take the time to complete the exit survey. Your input will help us improve our programs.

Resident Night Manager

A resident night manager is available on site after office hours to assist in the event of an emergency. You can contact the night manager by calling the House emergency cell number at 505-573-4089.

Services Available

Hot Beverages & Soda

Coffee and tea services are provided and are located in the kitchen. A soda machine is also available in the dining room, all sodas are 25¢.

Recycling

In an effort to help the environment, the Ronald McDonald House® provides aluminum can recycling bins located under cabinets in the small dining room. In addition, we have a Pop Tab Program that allows us to recycle the pop tabs off of soda and food can items. Pop Tab collection boxes are located in the dining area and in the RMH offices. You are encouraged to remove the pop-tabs off cans and put them in one of the collection boxes. For more information on the Pop Tab program please visit Guest Services or the Development office.

Additional services include:

Bath Toiletries	Hospital Transportation
BBQ Area	Movie Library
Books & Periodicals	Outdoor Play Area
Breast Pumps	Passes to Local Attractions
Complimentary Parking	when available
Computer Workstations	Soda Machine - 25¢
Copier & Fax Machine	Television & DVD players
Cribs & Bassinets	in each room
Hair Dryers	Wireless internet access