



House Guidelines Overview

1. ☐ ROOM USE: We hope your room makes you feel at home and that you use the comforts of your room at least once a day. If you are unable to do this, please speak to the House Relations Manager. Any essential travel home that leaves the room unoccupied for more than 24 hours must be approved by the House Relations Manager in advance.

2. ☐ PARTICIPATE IN CARE: Families must be involved in the care of the patient. This includes visiting the patient at least once a day when they are receiving inpatient care.

3. ☐ ELIGIBILITY: Children aged 21 or younger receiving medical treatment (inpatient or outpatient) are eligible. Families must live more than 40 miles away. For all outpatient visits, patients must have at least two specialized care appointments that are on at least two different days of the seven-day week. **Families must check out with RMHFW if they no longer meet eligibility requirements.**

- Families, caregivers, and children presently involved in a case with Child Protective Services (CPS) may not stay at the House, nor can families whose parental/visitation rights are in question.

4. ☐ NUMBER OF GUESTS & VISITATION: Guests per room may consist of up to but **no more than 5 people**. All guests 18+ must wear a wristband for the entire length of stay, which will be issued upon check-in. Approved background checks are required for all adults. Beyond the registered occupants of the room, only 5 visitors are allowed onsite at a time. They must have proper government issued ID and be checked in at the front desk. Families must meet their visitors in the lobby and always be with them while onsite. **Visitation is allowed each day from 10AM-7PM.**

5. ☐ SUPERVISION: Our House has many fun places for your child to explore. For their safety, **all children under 13 must be always with an adult and anyone under 18 may not be left alone on property at any time.** This includes siblings and patients. Children may not be left with another guest family. All patients (regardless of age) staying at the House must be accompanied by a related adult, guardian or caregiver over the age of 18.

6. ☐ FAMILY FRIENDLY: We want to ensure that your time with us can be spent focused on your child. Therefore, our House maintains a family-friendly environment. Because of this, we do not tolerate any threats or acts of violence, disruptive behavior, harassment, domestic violence, child abuse, physical punishment or anything else that would add stress to your life and the lives of all our families, volunteers, staff and visitors. This includes the use of social media and respecting the privacy of others. Confidential information or use of names, photos or other identifying characteristics of other guest families may not be used or shared without consent.

7. ☐ INFECTIOUS DISEASE: We work hard to maintain a safe environment for all guests. We require:

- For the safety of everyone, please inform a manager if anyone in your family, including additional guests, has any COVID-19 or flu-like symptoms, may have been exposed to COVID-19, has an infectious disease, or a contagious illness. We appreciate your honesty and will assist you with the next steps at that time.

8. ☐ SAFETY: (Continued on next page...)

- Food and drinks are to be kept in the kitchen. No food is allowed in the guest rooms or other common areas.
- Our House prohibits the use or possession of any deadly weapons, illegal substances, alcohol, marijuana, and/or tobacco and vaping products. Tobacco and vaping product users may access non-RMHFW property just across the street for their needs.
- Shoes and appropriate clothing must be always worn when outside of your sleeping room or active playroom.
- Candles, space heaters and any other item that presents a fire hazard are not allowed onsite.

9. ☐ CLEANING: We know you have so much going on and appreciate your help keeping your room and other spaces clean while using them.

- Please empty your room garbage regularly and keep the room in orderly condition. Families may wash the linens in the room as needed. Cleaning supplies are provided in your room and available upon request.
- In the family kitchens rinse and clean any dishes, pots, pans, or items used, then place back in cabinets. For items placed in the dishwasher, you will need to return and put the items back up after the cycle is complete. Please clean up counters and cooking spaces utilized. In our dining rooms and common areas, we appreciate your help wiping areas down with disinfectant wipes after using them.
- The laundry rooms are shared by multiple families. Please switch over your laundry in a timely manner and keep the laundry spaces clean. No personal room trash is allowed to be thrown out in the laundry room bins.
- **Families must complete all items on RMHFW 'Check-Out Procedures' list before checking out from the House.**

10. ☐ ROOM ACCESS: To keep our House safe, we complete **room checks once a month.** We may also need to enter your room for an emergency, for maintenance work or to do a routine room check. We reserve the right to enter your room for the health and safety of all guests staying with us and appreciate your understanding in advance.

11. ☐ EMERGENCIES:

- **FIRE ALARMS:** Our fire alarms are sensitive to keep everyone in our House safe. If fire alarms go off, please exit the house and the surrounding property immediately. RMHFW will always send out ample notice for any fire drills, otherwise please take alarms seriously. For your safety, a full evacuation plan is on the back of your room door.
- **CALLING 911:** In case of an emergency, we are here to help. Please use your phone to call 911, then notify an RMHFW team member at (817)870-4942. If you do not have a phone, please send someone to the front or to the weekend manger suite (if after hours on Friday, Saturday, or Sunday) and we will call 911. Our staff will direct emergency personnel to your room when they arrive.

These House guidelines are in place to keep your family safe and able to focus on the care of your child. **Not following the House Guidelines may affect your eligibility to stay.** Please note: a member of our team will be available during Check-In to read and discuss the above information.

We are happy to welcome you into this loving home, and we simply ask for your care and respect for our House, our staff and our very giving volunteers. We hope you find all the comforts of home with us. We are always available for questions, concerns or just to lend a listening ear.