

**Welcome to Ronald McDonald House of Jacksonville.**  
**Our home is your home. It is our goal that your stay is safe, stress free and comfortable.**

### **Guest Agreement**

#### **SAFETY OF CHILDREN**

- An adult family member, 18 years or older, must supervise your child/children at all times.
- Patients may never be left alone or with another family while you are away from the House.
- RMH of Jacksonville does not provide childcare.

#### **COLDS, FLU OR VIRAL INFECTIONS**

- Many children have compromised immune systems. If you or any member of your family have been exposed to or shows symptoms of any contagious illness such as a cold, flu, chicken pox, rotavirus, etc., please report it immediately to Family Services staff.
- You and your family will be asked to relocate until a doctor's note has been obtained stating symptoms have cleared.

#### **GUEST ROOM**

- House staff does not provide daily housekeeping. This includes changing linens and towels.
- Laundry rooms are available on each floor. You are responsible for laundering your sheets and towels during your stay.
- Do not wash comforters and blankets. Ask for new ones if they become soiled.
- Cleaning products are located in the bathroom closet or storage shelf. Vacuums are located in the laundry rooms.
- RMH of Jacksonville staff may conduct room maintenance checks. Advance notice will be given.
- Rooms are to be used daily. If you need to be gone over 24 hours, please speak to a Family Services staff.

#### **FOOD AND BEVERAGES**

- All food and beverages, except bottled water, should remain in the designated areas: Family kitchen, dining room, screen porch and courtyard.

#### **CUT FLOWERS AND LIVE PLANTS**

- Cut flowers and live plants may be harmful to children with compromised immune systems and should be kept on the screen porch or outside.

#### **DRUGS, WEAPONS AND ALCOHOL**

- The possession or use of illegal drugs or weapons is strictly prohibited.
- Possession and use of alcohol is not permitted anywhere on the RMH of Jacksonville campus.

#### **HOUSE CONDUCT**

- Display of aggressive and/or violent behavior, physical and/or verbal, is unacceptable.

#### **SMOKING AND TOBACCO PRODUCTS**

- We are a smoke-free campus.
- The following are not allowed on our property: cigarettes, e-cigarettes, vapes, hookahs, cigars and use of smokeless tobacco products including chewing tobacco and snuff.