

Ronald McDonald House Charities of Central Texas

1315 Barbara Jordan Blvd., Austin, TX 78723

Phone: 512-472-9844 | www.rmhc-ctx.org



Guidelines for Family Eligibility at the Ronald McDonald House (RMH)

Please use the following guidelines when determining if a family qualifies for services at Ronald McDonald House Charities of Central Texas.

1. Families must have a pediatric patient (21 years or younger) being treated. Families are expected to visit their child daily to keep a guest room at the RMH.
2. Minors (those under 18 years old) are not permitted to stay without a guardian. If the parents are minors, they are still required to have a guardian stay with them.
3. Families must live more than 25 miles (subject to change) from the RMH. RMHC does not provide transitional housing services.
4. Families under investigation by CPS will not be given a room. If a family has a case opened during their stay, they will be asked to find other accommodations.
5. All guests 18 yrs or older will be required to pass a criminal history background check to qualify for overnight stays at the RMH. Adult family members who do not successfully complete this background check will not be permitted to stay at the RMH. Refer to "Guest Background Check Policy" on the next page.
6. We encourage guests to make a donation of \$20/night: this is a suggested donation for all guests, but families will not be turned away if unable to donate \$20/night. RMHC will not refuse services based on guests' inability to donate.
7. Families are expected to clean the room and prepare the room for the next family. Families are welcome to bring their own sheets & towels if they desire, but sheets & towels will be provided in each room.
8. Only 1 room will be given per family and no more than 6 people can stay in the room.
9. In-patient families receive priority over families with children receiving out-patient care or same-day procedures.
10. Families must call the RMH one day before their arrival to Austin and confirm if a room is available. Once confirmed the day before, the status of their room should not change.
Check-In Times: House Managers will schedule a check-in appointment time with incoming guests.
11. Families may occupy a room at the RMH for 30 consecutive days. After 30 days at the RMH, families may be requested to check-out for 1 week (7 days). If the child is still in the hospital and the family is still in need of a room at the RMH, they can be referred again and occupy a room until the 30-day mark is reached again.
12. After a Completed Referral Form is submitted to the RMH, a House Manager will contact the family to inform them we've received their request and will explain the next steps.
13. We do have agreements with local hotels that may give families we refer to them a discounted rate (\$35 - \$90 per night) should a family not be able to stay at the RMH.

Guest Background Check Policy

RMHC-CTX conducts a formal criminal history background check on all individuals applying for temporary residence at RMHC-CTX. The safety of all Ronald McDonald House (RMH) families is very important to us. RMHC-CTX reserves the right to refuse admittance to any potential resident or guest with a criminal conviction.

RMHC-CTX does not admit anyone with a criminal felony conviction that may threaten the health, safety, welfare, and ability of other individuals to peacefully enjoy the RMH (e.g., violent crimes, domestic violence, child abuse, sex offenses, illegal drug activity, burglary and/or theft). RMHC-CTX also will not admit any individual who provides false, incomplete, or misleading responses during the formal criminal history background check.

RMHC-CTX also reserves the right to expel a guest for any other inappropriate, irresponsible, or criminal behavior that takes place while temporarily residing at the RMH.

Should you have any questions regarding services at the Ronald McDonald House, please contact the RMH directly at 512-472-9844. Thank you for helping families in need of support and lodging at Ronald McDonald House Charities of Central Texas.