Check-in Guest Agreement Policies

Ronald McDonald House Maryland House Policies

Updated 9/2/2026

Ronald McDonald House Maryland provides a temporary "home-away-from-home" for families of pediatric patients (age 21 and under) who are undergoing medical treatment in an area hospital. Accommodations at Ronald McDonald House Maryland are provided only for parents/guardians, siblings or essential caregivers who are directly involved in the daily care and support of the pediatric patient.

In return for the services and accommodations provided by Ronald McDonald House Maryland, all members of your party, including guests, will abide by the policies of Ronald McDonald House Maryland. Please understand that you may be required to leave Ronald McDonald House Maryland immediately, if at any time management determines in good faith that you have broken the house policies.

Because we are in an urban area, please be safe. We do not recommend anyone walk outside in the dark. If your car is parked out front or a shuttle will be picking you up, feel free to ask a guard or staff member to escort you.

Grounds for immediate dismissal from Ronald McDonald House Maryland:

- SMOKING, ALCOHOL, AND DRUG USE – While marijuana has been decriminalized or made legal for certain uses under state law, it remains illegal under federal law, and the use/and or possession of marijuana (in any form) at Ronald McDonald House Maryland, even if for a medical necessity or debilitating medical condition, is strictly prohibited. Ronald McDonald House Maryland policy also includes being under the influence of, using, consuming, transferring, selling, or attempting to sell any form of controlled substance or illegal drug, including marijuana (as classified under federal law) at any time on or in Ronald McDonald House Maryland property, building, premises, or vehicles.

  We have provided a designated cigarette smoking area. If you are unsure where the smoking area is, please ask at the Guest Services Welcome Center and we will be happy to show you the way. Two cigarette butt receptacles have been provided in the smoking area. Please do not put your cigarette butts anywhere except in the receptacles. All interior spaces at Ronald McDonald House Maryland, including guest bedrooms and bathrooms, are smoke free. At no time can you smoke in front of the house or anywhere except the designated smoking area. The smoke-free policy includes, but is not limited to cigarettes, tobacco, marijuana, smokeless tobacco, and devices such as e-cigarettes, pipes and vaporizers.

No alcohol or illegal drugs will be used, consumed, or stored anywhere on Ronald McDonald House Maryland property. This includes the consumption of alcohol or drug use off site and returning to the house impaired.

- POSSESSION OF WEAPONS OR FIREARMS - Weapons and/or firearms of any type are strictly prohibited inside or on the grounds of the house, including the parking garage.
- HARASSMENT - Ronald McDonald House Maryland does not condone any form of harassment, joking remarks, bullying or other abusive conduct (including verbal, non-verbal and physical conduct) that demeans or shows hostility directed at another individual(s). Be kind and respectful to one another. Anyone who cannot be kind and respectful will be asked to vacate the house.
- BEHAVIOR – Any act of physical or verbal aggression that is illegal, disruptive, or unsafe will not be tolerated. This includes abusive or obscene language and gestures. Stealing is not tolerated at Ronald McDonald House Maryland.
- USE OF AN OPEN FLAME – such as incense and candles, including Birthday candles, is strictly prohibited.
- FALSE INFORMATION – Any family knowingly providing false information on forms required by Ronald McDonald House Maryland will be asked to leave immediately.

As a condition of your stay, residents agree with the following:

- The staff of Ronald McDonald House Maryland has the right to enter your room for routine maintenance, suspected smoking, alcoholic beverage, or illegal drug use, loud noises or fighting, guests who have not been seen for several days or random room checks at their sole discretion.
- You authorize Ronald McDonald House Maryland to receive or communicate any information concerning the patient and those staying at Ronald McDonald House Maryland with any medical institution or personnel.
- All members of your party will always wear the appropriate colored wristband while on Ronald McDonald House Maryland property.
- Only service animals are allowed on Ronald McDonald House Maryland property. If you have a service animal, you must inform a Family Care Manager before you check in.
- You agree that Ronald McDonald House Maryland assumes no responsibility for theft, loss, or damage to personal property of guests and/or visitors in-house or vehicles in the parking areas. The house does not provide fire or casualty insurance for your personal property. Please take appropriate steps to ensure that your car, valuables, and any personal items are protected. For your security, Ronald McDonald House Maryland has 24-hour surveillance, including surveillance on the Ronald McDonald House Maryland shuttle.

Guest Polices

- Eligibility Requirements: Ronald McDonald House Maryland is for use by families of pediatric patients who are undergoing medical treatment for illness or injuries at a nearby medical facility. In keeping with

the American Academy of Pediatrics, Ronald McDonald House Maryland defines "pediatric patient" as those age 21 and younger.

- Eligibility – The priority criteria for eligibility has been implemented because many times the house cannot meet the demand for services and has a waiting list for rooms. The priority criteria is as follows:
  - First Priority – Oncology families, Transplant families (children awaiting a transplant), and Shock Trauma families
  - Second Priority – Any ICU (NICU, PICU, etc.) families and Fetal Therapy families
  - Third Priority – All other families
  - Within each priority, preference is given to the family that lives the farthest from the house
- Distance policy for Oncology, Shock Trauma, and Transplant Families: Oncology, Shock Trauma, and Transplant families have no distance requirement. Based on communication with referring hospitals, these families need to be minutes away from the hospital. All other families must live at least 30 miles from Ronald McDonald House Maryland.

- Patients need to have 3 appointments per week or be in-patient. If you have a follow-up appointment, you may also qualify to stay, so please call us at 410-528-1010, ext. 108 or 119 for more information. Accommodation at Ronald McDonald House Maryland is provided for parents/guardians, siblings or essential caregivers who will be directly involved with the daily support of the pediatric patient.

- *Ronald McDonald House Maryland conducts a formal criminal history background check on all individuals 18 and older applying for temporary lodging.* The safety of all Ronald McDonald House Maryland families is very important to us. Please speak with Susan Salt at 410-528-1010, ext. 103 if anyone planning to stay with your family has a restraining order or "no contact" order. Ronald McDonald House Maryland reserves the right to refuse admittance to any potential resident or guest found guilty of a criminal conviction. Ronald McDonald House Maryland does not admit anyone with a criminal conviction that may threaten the health, safety, welfare, and ability of other individuals to peacefully enjoy the house (e.g., violent crimes, domestic violence, child abuse, sex offenses, illegal drug activity, burglary and/or theft). Ronald McDonald House Maryland also will not admit any individual who provides false, incomplete, or misleading responses during the formal criminal history background check. Ronald McDonald House Maryland also reserves the right to expel a guest for any other inappropriate, irresponsible, or criminal behavior that takes place while temporarily residing at the house.

- Medical Emergency: In the event of a medical emergency, call 9-1-1 immediately and alert the Guest Services Welcome Center (410-502-1010) that you have called 9-1-1. The Family Care Manager on duty will

meet the emergency responders at the front door and escort them to your room. The Guest Services Manager will also call 9-1-1 at your request.

- Medical Equipment: If you need equipment such as a wheelchair, shower chair, stroller, car seat, etc., please bring those items with you as we do not provide them. You must take these items with you when you check out.
- Ronald McDonald House Maryland Shuttle: Our shuttle is available Monday through Friday and runs on a set schedule. Please sign up for the shuttle the night before you need transportation. Also, to use our transportation, children must be in a car/booster seat, provided by you. We are unable to provide car or booster seats or provide transportation outside of our regularly scheduled transportation schedule.
- Food and Drinks: Food and drinks (other than water) should be stored in your refrigerator and pantry space. Fresh fruits and vegetables need to be kept in the refrigerator. Please clean up after cooking, eating, and drinking. This includes cleaning the counter and cooking area, loading all dishes used in the dishwasher, unloading the dishwasher, and cleaning the tables. For safety reasons, food cannot be left on the stove, in the oven, or on the counter (rice cooker, slow cooker, etc.) without a family member present.
- Daily Meals: Ronald McDonald House Maryland provides dinner served by volunteers on a regular basis. For volunteer groups to cook family meals, the first-floor kitchen is closed for families to cook from 4-7 p.m. During that time the dining room is still available. Food served by volunteers is not prepared in accordance with any religious oversight and is not screened for potential allergens (i.e., shellfish, peanuts). Although Ronald McDonald House Maryland has food safety guidelines for its volunteers, we cannot guarantee the safety of any food prepared or served by volunteers.
- Supervision of Children (patients no matter the age, and children under the age of 21): Any patient, regardless of age, as well as anyone younger than 21 years of age, can never be left alone in the house or ride the Ronald McDonald House Maryland shuttle alone. Children 6 and under must always be supervised by a parent in the same room as them. Children 7 through 11 must always be supervised by a parent in the same or adjoining room. For children 12-20, a parent must always be in the house. At no time can one family watch the child(ren) of another family. Volunteers and staff are not permitted to supervise children.
- Illnesses: Persons exposed to or having a contagious illness should notify the Family Care Manager on duty immediately and may be required to vacate the house.
- Infectious Materials: Guests are required to properly handle and dispose of any potentially infectious materials. This includes hypodermic needles.
- House Absences: If a guest must be absent from the house, the manager on duty must be notified. If a guest requests to be absent from the house for greater than 48 hours, Ronald McDonald House Maryland reserves the right to ask the guest to check out. We understand that emergencies may occur that call families away from the house unexpectedly and without notice. However, NaKiema Neal, Director of Family Care, must be notified within 24 hours of such an incident. She will then determine if a family needs to vacate the room. Determination will be made based on several factors such as expected length of time away from the house, nature of the emergency, etc.

- Quiet Hours: 9:00 p.m. – 8:00 a.m., seven days a week. Please always be considerate of others. Please keep the volume on the televisions low during quiet hours. If there is noise during quiet hours that disturbs you, please contact the Guest Services Manager or security team on duty immediately.
- Spending Time at the Hospital: Social workers and case workers at the hospitals advise Ronald McDonald House Maryland staff if a family is not spending the majority of their time with their sick child or are, in any way, not caring adequately for the child. More than one instance of this type is grounds for requiring the family to vacate their room at the Ronald McDonald House Maryland. If there are extenuating circumstances (i.e. the parent has a contagious illness and should not be around the child, etc.), the guest must contact Ronald McDonald House Maryland staff to advise them of the situation.
- Visitors: We are happy to welcome visitors in the house between the hours of 8:00 a.m. – 9:00 p.m. All visitors should register at the Guest Services Welcome Center, receive a visitor wristband, and sign in and out. House guests will ensure that all visitors abide by house policies. Visitors are welcome in all common areas of the house except for guest rooms. On-street parking is available for your visitors.
- Dress Code: An appropriate dress code must be always maintained. Offensive and/or revealing clothing cannot be worn in the house. Pajamas and/or night clothes are not permitted outside of your guest room. Shoes or slippers must be worn at all times. Individuals refusing to comply with the established dress code shall be asked to leave the premises.
- Room Cleanliness: Families are responsible for taking out their own trash, including diapers, and keeping their rooms clean. If for any reason you are unable to take your trash out, please bring it to the Guest Services Welcome Center and we will take care of it for you. You are responsible for keeping your guest room clean during your stay. Cleaning supplies will be provided for you, and if you need more, please ask for them at the Guest Services Welcome Center. Wipes, even flushable wipes, cannot be flushed down our toilets. They clog our plumbing system and will shut it down.

We request that all guests and their visitors abide by the rules of Ronald McDonald House Maryland and act responsibly and respectfully in all instances which may or may not be outlined in this document. Your signature on your check-in form acknowledges that you have read and agree that everyone staying in your guest room will adhere to all Ronald McDonald House Maryland policies. You have read a brief description of the most impactful policies (as shown above) and agree to read the full policies within 12 hours of your arrival. The full list of policies can be found in the Welcome Folder given to you at check-in.