

## House Security

For security reasons, you will receive one key for your room and one card that grants 24 hour access to the front door only. All other exterior doors are alarmed and will be tripped if you exit by one of them. Please report lost keys as soon as possible. For your safety as well as the safety of others, please keep the door to your room and windows locked where possible. The BRMH cannot be responsible for any thefts or losses incurred while staying at the BRMH.

Weapons of any kind, whether or not you are licensed to carry a weapon, are not allowed in the BRMH or anywhere on the property.

## Check Out

We ask that you check out between 9:00 am and noon on your day of departure, so we are able to get the room ready for the next family. There is a checklist in your room that will explain the check out procedure. Please leave the room in the same condition in which you found it. Before leaving, please return your key, card, parking pass, rent fee and Welcome Book to the person on duty.

## What's Available at the House

The Boston Ronald McDonald House has many amenities such as:

- free parking
- free laundry
- a full-sized, fully equipped kitchen
- a large yard, wraparound porch and playground
- an outdoor barbecue
- a playroom
- several common areas for watching TV and computer use
- free Wi-Fi throughout the facility
- a full DVD library and books for lending
- several game systems and games
- free ice cream
- a soda vending machine for \$.25 per soda.

Other items, such as portable cribs and individual DVD players, are available to lend (see the complete list in your Welcome Book). We also provide maps to area attractions and occasionally receive tickets for sporting events, museums, etc.

# Welcome

Dear Families:

Welcome to the Boston Ronald McDonald House. We hope that you will find this to be a comfortable and welcoming “home-away-from-home” during your stay. Our House is a unique facility. We are not a hotel, but rather a cooperative living facility; therefore, we ask for your cooperation in treating others with respect and tolerance. In addition, we rely on your willingness to share the responsibilities for upkeep. Guests are responsible for cleaning their own room, as well as shared bathroom, kitchen and common areas. Through the years, the following rules and guidelines have been established to help many families live together compatibly. Please remember that the House was built for you. We encourage you to use and care for the house with as much love and cooperation as it took to make the “House that love built” a reality.

Sincerely,  
The House Staff



## BOSTON RONALD McDONALD HOUSE® *HOUSE GUIDELINES*

Boston Ronald McDonald House  
229 Kent Street • Brookline, MA 02446  
617.734.3333 • 617.734.5239 fax  
[www.rmhboston.org](http://www.rmhboston.org)

Office Hours:  
Sun-Sat 9:00 am - 8:30 pm

## Criteria for Staying at the Boston Ronald McDonald House (BRMH)

The Boston Ronald McDonald House (BRMH) is a large Victorian home with nine bedrooms and shared baths, kitchen, living room, and other common areas, and 13 studio apartments for children recovering from bone marrow (BMT) or stem cell transplants (SCT).

The BRMH is prioritized for families of pediatric patients (ages birth-21) being treated for cancer or other life-threatening hematological diseases at Boston Children's Hospital and Dana-Farber Cancer Institute's Jimmy Fund Clinic. Stays at the House are restricted to families whose children are hospitalized or whose children are receiving regular (a minimum of 3 days per week) outpatient treatment. Families who meet these criteria may stay up to 60 days. Exceptions to the 60-day limit are sometimes made. For example, children recovering from a BMT or SCT will be allowed to stay at the House until the Director of the Transplant Center determines that the family may go home.

To make arrangements to stay at the BRMH, you should call (617-734-3333) between 9:00 am and 8:30 pm Eastern Time, seven days a week, to be screened in advance of your stay. This will determine your eligibility to stay at the House. Please note, we do not take advance reservations. You must confirm if a room is available on the day before you would like to stay, or, if no room is yet available, on the day of your arrival. We will do our best to help you find alternative housing should we be full. (Historically, we almost never have had to help a family find alternate housing).

## Staying at the House

In the Main House, each family is given one room. Each room can accommodate a maximum of four people (including the patient). Given our licensing requirements, unless extenuating circumstances dictate, the maximum number of adults is two per room, and both adults must be actively involved in caring for the patient. The only children allowed to stay at BRMH are the patient and siblings. In order to serve the most families possible, we ask that you begin your stay no sooner than the day before your first scheduled appointment, and check out no later than noon on the day after your last appointment.

## Welcome Book

You will receive a "Welcome Book" during your stay that includes information such as House regulations and lists of what is available to you. Please read through the book.

## Check In

You will be asked to fill out a short registration form, have your valid photo ID scanned (along with anyone in your family 18 years and older), and be given a tour. You will also be given a key to your bedroom, a card to open the front door, a Welcome Book, and a parking pass (if you have a car). Each bedroom has either twin beds or a double bed, and twin-sized blow-up mattresses are available. Sheets, towels, pillows, and blankets are provided. Please speak to us if you need a small refrigerator in which to store medication (medication cannot be stored in common refrigerators).

## Kitchen/Food

While staying at BRMH, guests buy their own food and have use of a fully equipped kitchen. Occasionally, volunteer groups prepare dinner for everyone, and we do have staples available to be used in a pinch. There is space in a refrigerator as well as a dry goods bin available for you. You are responsible for cleaning up after yourself, and we ask that, when possible, you assist in chores such as emptying the dishwasher and taking out the trash.

## Playroom/Commons Areas/Child Care

Children up to age 10 must be within your eyesight at all times. This includes in bedrooms, the playroom, and the playground. Any guest under 21 years of age and patients of any age must be supervised by someone 21 years of age and older at all times—in the House, in the apartments, and on the grounds. Staff and volunteers are not permitted to babysit for, watch, or be alone with children in the BRMH, even for a very short period of time.

## Bathrooms

There are six shared bathrooms in the Main House. We ask that for everyone's health and safety, you do your best to keep them clean and remove all personal items, including toiletries and towels, after each use.

## Laundry Facilities and Linen Bins

All linens are provided by the BRMH. You will receive one set of sheets and towels at the beginning of your stay, and you are responsible for laundering them while you are here. There are free laundry facilities on site with laundry detergent and dryer sheets. When you check out, we ask that you launder your towels as well as any blankets or mattress pads as necessary. The designated bins are ONLY for sheets and pillowcases.

## Parking

Our lot is reserved for families staying at the BRMH, and parking is free. Your family is restricted to one car, and you will be given a parking pass that must be displayed on the dashboard during your stay. Visitors must register their cars with the front desk, and may never park overnight.

## Taxi Vouchers

Taxi vouchers are available on a limited basis, please consult your Welcome Book or ask a staff member upon check in.

## Telephones

Each room is equipped with a telephone to receive calls and to make local calls. You may choose to give out the number to the phone in your room. Any call that comes in through the main line will be transferred to your room or a message will be taken for you. Staff and volunteers do not give out individual phone numbers. For the comfort and support of all guests, we ask that you only use your cell phone in your bedroom or outdoors. Personal calls can be an annoyance to others and even cause stress for some.

## Smoking

Smoking is not permitted anywhere in the BRMH or on its grounds, except for in the designated smoking hut at the entrance to the parking area. Smoking only in the hut prevents patients and their family members from being exposed to second hand smoke.

## Health Policy

It is up to you to screen your visitors to the BRMH. Specifically, all visitors must be healthy and not have been exposed to someone with a contagious illness (i.e. chicken pox) during the past several weeks. This includes people who have recently received the chicken pox vaccine. (If you have questions regarding this please speak with your doctors before entering the House). Appropriate clothing (including shirts and shoes) must be worn in the common areas of the BRMH at all times.

## Emergencies

In the event of a medical emergency, please call 911.

## Cost

Families who stay at the BRMH are asked to pay \$10 per night to partially offset the cost of their stay. If you are unable to pay the \$10 per night, please see a staff member. No family is ever turned away due to inability to pay.