



FAMILY INFORMATION

The Ronald McDonald House is a "home-away-from-home" that allows families to stay together when it matters most. And here, we want you to find the comfort and care of home. More importantly, we want you to find the support you need to focus on being together and helping your child get well.

We look forward to having you here!

Available at RMH

- Comfortable guest rooms with private bathrooms.
- Shared living rooms, kitchens and dining areas.
- Free laundry facilities and supplies.
- Playgrounds and beautiful garden spaces.
- Playrooms, TV rooms, Wifi.
- Caring environment with support from other families, volunteers and staff.
- A variety of evening activities.
- A prepared meal each evening, along with snacks and other food you can prepare for yourself during the day.



Frequently Asked Questions

I have a referral. What do I need to do next? A referral places your family on the request list. If you are staying with us for the first time, we will contact you when we receive your referral. Each family must call the House **on the day they will be arriving** to be sure that we have a room available. If space is not available, we will refer you to a local hotel at a reduced rate.

When can I check in?

Our preferred check in time is 12pm-8pm. Late arrivals are possible but need to be arranged and confirmed ahead of time with a staff member. Guests 18 years and older must present a photo ID at the time of check-in. Transplant apartments are handled separately.

Who can stay at the RMH? Most rooms accommodate up to 3 people. We have few rooms for 4-6 people. Immediate family members directly involved in the care of patient or siblings are allowed to stay. Certified service animals are allowed to stay with a guest family. No other pets are allowed.

Is there transportation to and from the hospital? Free public bus service runs between the House and UNC Hospitals Monday through Friday. UNC Hospitals provide a scheduled shuttle service on weekdays and weekday evenings. The shuttle also runs a limited schedule on Saturday and Sunday. The House does not provide transportation.

How does the RMH differ from a hotel? The House is a community living setting. Eating is not allowed in bedrooms, but storage and refrigerator space is available to each guest family in the House kitchen area. Each individual guest family is responsible for keeping their own room clean every day. Guest families are welcome to come and go as they please, but the room must be utilized every day for sleeping. If you plan to leave for longer than 24 hours, you must check out of the room.

Support for the Ronald McDonald House: The Ronald McDonald House relies on the caring generosity of individuals, corporations and foundations. Over 92% of our operating funds are raised locally, with McDonald's generously supporting the remaining 8%. If you or someone in your community would like to learn more about how to support the families who stay with us, you can visit our website at www.rmhch.org. Calls and emails are also welcome.

How much does it cost to stay at the RMH? The nightly charge is \$25 for a standard room and \$45 for an apartment (reserved for transplant patients). Payment options will be discussed at the time of check-in. Financial aid is available.