

## VISITOR TOUR GUIDE

**Determine if there's a room that can be shown, write down the door code, & grab a white key card for the basement!**

### FIRST FLOOR

Volunteer Hub	<ul style="list-style-type: none"> <li>• Volunteer central – where volunteers sort donations, fold linens, help with projects</li> <li>• Volunteers run our House. House Operations Volunteers here between 8 am and 8 pm daily</li> <li>• Small staff/large volunteer base – takes roughly 8,000 total volunteers annually to keep House funded and functional. Volunteers communicate through white board</li> <li>• Family board – We have 28 guest rooms. 22 are standard guest rooms and 6 are long-term stay suites. Show how the chips tell us if rooms are occupied</li> </ul>
Front Desk	<ul style="list-style-type: none"> <li>• Our guests are families with children at either Carolinas Health Care's Levine Children's Hospital or the Novant Hemby Children's Hospital</li> <li>• The only requirements to stay here are: their child must be receiving medical care at our partner hospitals with a referral AND they must reside outside of Mecklenburg County</li> <li>• There is no fee to use the Ronald McDonald House, but guests are invited to make a room donation of \$15 a night if they wish to contribute</li> <li>• We can rent out DVD and Video Games. The house is handicap accessible.</li> </ul>
Dining Room	<ul style="list-style-type: none"> <li>• Can seat 40 people at one time. Usually families are on their own schedule for breakfast and lunch, but dinner is served nightly and we serve breakfast on Saturdays and Sundays</li> <li>• We play bingo on Monday nights – a very popular night in the House!</li> </ul>
Kitchen	<ul style="list-style-type: none"> <li>• Kitchen is designed to be like a home kitchen and is available to families 24 hours a day</li> <li>• Fridges for donated food are open to everyone, families also have their own bins to keep personal items cold. Pantry stocked with things families can have for breakfasts and lunches, plus locked cabinets for family personal items</li> <li>• Daily cookie baking teams and meal teams keep our families comforted and full!</li> </ul>
Playroom	<ul style="list-style-type: none"> <li>• Playroom for little children – all toys and games were donated</li> <li>• Room was paid for by the Hendrick racing team – the NASCAR drivers autographed their shoes for the room and the mural reflects locations of NASCAR tracks and a racing theme</li> <li>• Ronald's shoes are our "proof" that Ronald comes to visit!</li> <li>• Toyland Closet – every child in the House is able to select a toy and game to take home</li> </ul>
Meditation Room	<ul style="list-style-type: none"> <li>• Quiet space for families to reflect</li> <li>• Sometimes we have massages and reflexology appointments in this room</li> </ul>
Living Room	<ul style="list-style-type: none"> <li>• Open space for families to enjoy each other's company, watch television and visit</li> <li>• 2 of the 4 televisions in the House (only our 6 long-term stay suites have televisions)</li> <li>• Therapy dogs come to visit here 4 nights a week and a miniature horse twice a month</li> </ul>
Entry way/ elevator	<ul style="list-style-type: none"> <li>• Monitor and signage let families know what activities are going on in the House each day and schedule for haircuts, massages, crafts, games and other activities</li> </ul>

### BASEMENT LEVEL

Basement elevator lobby	<ul style="list-style-type: none"> <li>• Quote wall is most photographed area of the House</li> <li>• Volunteers assisted with choosing the quotes and the wall was hand-painted by a muralist</li> </ul>
Hallway	<ul style="list-style-type: none"> <li>• Point out 25 cent Coke machine – Coke donates the drinks inside the machine so the quarter to buy a drink is actually a donation to the House</li> <li>• Most of the basement is storage space, explain that it takes a lot of items to run our House and we keep storage rooms full to supply the House. <b><i>Do not enter storage rooms on tours</i></b></li> <li>• Sport a Shirt, Share a Night is our annual statewide fundraising event that allows people to buy and wear a \$10 t-shirt to help pay for a family to stay at the House</li> </ul>

Media room	<ul style="list-style-type: none"> <li>• Used for staff meetings and volunteer trainings</li> <li>• Photos on walls are from the 2012 annual report</li> </ul>
Teen Room	<ul style="list-style-type: none"> <li>• Many folks' favorite room in the house. Point out the chair, games, and posters!</li> </ul>
Laundry Room	<ul style="list-style-type: none"> <li>• Explain that the average length of stay for families is 15 nights, but families have stayed for as many as 10 months. Many families do not bring enough clothing with them.</li> <li>• It was recommended by other RMH across the country to have a spacious laundry room</li> <li>• We supply everything (detergent, baskets, irons, etc.) so families don't have to leave the House to keep laundry clean</li> <li>• Some families with children in the Neo-Natal Intensive Care unit must wash their clothes every time they go back and forth to the hospital, so the laundry room gets a lot of use!</li> </ul>

### SECOND FLOOR

Library	<ul style="list-style-type: none"> <li>• Quiet common area space for guests only. Free Wi-Fi throughout the whole House</li> </ul>
Hallway	<ul style="list-style-type: none"> <li>• Guest room doors are decorated with décor delivered by volunteers</li> <li>• Guest supply closets on each floor are stocked with extra cleaning products, toiletry items, and refrigerators/freezers for families to store medications and breast milk</li> </ul>

### Frequently Asked Questions

- **How did RMH get started & named?** A Philadelphia Eagles player, whose daughter had leukemia, wanted to help other families who didn't have a place to stay other than the hospital. He got his team on board along with a doctor from the hospital to build a house for these families, and to raise the remaining funds to build the house, McDonald's founder Ray Kroc & local McDonald's owners helped raise more money, beginning the relationship with McDonald's.

- **What is the current relationship with McDonalds?** McDonalds is one of our largest corporate partners, donating funds to RMH Charities as well as providing volunteers and having employees serve on the Board of Directors.

- **How many Ronald McDonald Houses are there?** Over 359 houses in 42 countries and regions (180 in the USA) Plus 210 Ronald McDonald Family Rooms in hospitals and 49 Ronald McDonald Care Mobiles (as of July 2016)

- **When did this house open?** May 2011

- **Why did it take so long for Charlotte to get a Ronald McDonald House?** We didn't open our two children's hospitals until late 2007; a House cannot be built until it has an established hospital partner. Once the hospitals opened, we were able to start raising funds to build. It took roughly 5 years from our board's formation to the grand opening of the House!

- **Can families reserve a room here?** A medical professional or social worker from the hospital must make a referral for the family to stay here. There is never a guarantee of having an open room, so when we are at capacity, we will keep families on a waitlist in the event another checks out.

- **Where does the money come from for our House?** 10% of our operating budget comes from McDonald's. The other 90% comes from donations from members in the community!

- **What types of donations does the House need the most?** The house has a wish list on our website of the items we need most frequently- infant items and cleaning supplies are most important. We accept donations of toys, books, games in new condition. Monetary donations are always accepted and go towards maintenance of the house, as well as general operations of the house- it costs around \$142 a night for one family to stay here, and they are not required to pay a cent!

- **How can my children volunteer at the House?** There are many volunteer opportunities, but anyone under the age of 18 is required to be accompanied by an adult while volunteering at the house. We have a Kids Helping Kids program that is great for children aged 6-11 years. There are fantastic offsite collection and craft projects that greatly benefit the House that can be completed from home at any time. Direct to website or Volunteer Services Manager for more information.

- **Why do you collect pop tabs?** The Ronald McDonald House collects pop tabs because they can then be traded in at recycling centers in exchange for money. Pop tabs have the greatest amount of aluminum on a can in such a small area, making them easy to store, collect, and weigh. They are an excellent way for groups and individuals to help RMH on their own time and provide a great basis for group collection competitions.