



Ronald McDonald
House Charities®
Piedmont Triad

Keeping families close®

FAMILY INFORMATION GUIDE





Welcome

Ronald McDonald House Charities® of Piedmont Triad (RMHCPT) serves families with children receiving medical treatment by providing a space that offers comfort, hope, and togetherness. During your stay, we want our House to feel like a “home away from home.” Our House and Family Rooms have dedicated staff and volunteers who create a homelike environment where families can stay together and get support from those who share similar experiences. We hope you can take comfort in knowing the coffee is fresh, the hot meals are made especially for you, and there is always someone close by ready to hear about your day.

This **Family Information Guide** will provide you with information about RMHCPT programs that will support you during your stay. This guide is designed to help you easily find what you need. If you cannot locate the information you are looking for, please do not hesitate to reach out to a Guest Services staff member for assistance.



STAFF DIRECTORY



Chuck Kraft x1006
Chief Executive Officer



Kathi Grenough x1005
Chief Operations Officer



Mindy Bloom x1012
Chief Development Officer



Jolyn Roberts x1008
Chief Hospitality
Services Officer



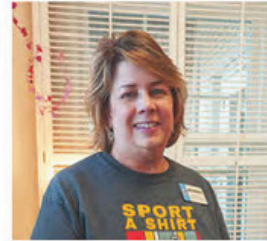
Kim Brown x1004
Senior Guest Services
Manager



Caleb Gossett x1003
Volunteer Services Manager
Yo hablo español



Stephanie Beeman x1009
Marketing Manager



Jeannie Jones x1014
Development Manager



Ariana Clark x1010
Hospitality Services
Manager



Abbey Gajewski x1016
Hospitality Services
Manager



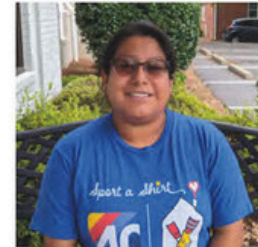
Jirah Thomas x1010
Hospitality Services Manager



Aimee Ginn x1004
Guest Services Manager



Regina Woodberry x1004
Guest Services Manager



Karina Hernandez-Reyes
Hospitality Services
Coordinator
Yo hablo español



Paris Kidder x1010
Hospitality Services
Coordinator



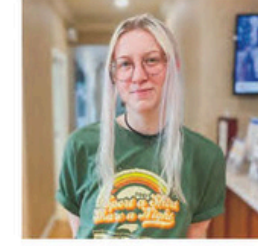
Reiko Roope x1010
Hospitality Services
Coordinator
日本語が話せます



Michelle Bennett x1010
Hospitality Services Specialist
Yo hablo español



Bill Boyd
Welcome Center
Coordinator



Rebekah Ehrhardt
Housekeeper



Debbie Mitchell
Housekeeper



Kim Barron x1004
Weekend Manager



Anna Budzinski x1004
Weekend Manager



Evette Clemons x1004
Weekend Manager



Karla Lewis x1004
Weekend Manager

Contact Us

House Address:

Ronald McDonald House Charities Piedmont Triad
419 S. Hawthorne Road
Winston-Salem, NC 27103


Main Number: (336) 723-0228


Guest Services Office Phone: (336) 970-5652


Office Hours:


- Monday through Thursday, 7:00 a.m. – 9:00 p.m.
- Friday, 7:00 a.m. – 8:00 p.m.
- Saturday, 8:00 a.m. – 8:00 p.m.
- Sunday, 2:00 p.m. – 8:00 p.m.

For after-hour emergencies, Guest Services can be reached at (336) 745-8544 or Allied Security at (336) 338-5981.

 Facebook: Click [here](#) to view our Facebook page.

 Instagram: Click [here](#) to view our Instagram page.

 LinkedIn: Click [here](#) to view our LinkedIn page.

 YouTube: Click [here](#) to view our YouTube page.

 Linktree: Click [here](#) to view our Linktree.

 Email: Click [here](#) to receive emails from RMHCPT.

Our Team: If you need to contact a member of our team directly, you can find our team's contact information [here](#). However, the fastest way to contact our team is to call the House's main phone number, (336) 723-0228.

Staff Members are at the House 24 hours a day, 365 days a year. Please stop by the Guest Services Office if you have any questions or concerns during your stay.

Resources:

Click [here](#) to visit our Online Resource Library where you can get information about resources, including food banks, housing, and clothing. Our user-friendly platform allows you to easily browse and download information you need depending on the county you live in.

Preparing for Your Stay

How to Stay

To stay at our Ronald McDonald House, you must be referred by the hospital or doctor's office where your child is being treated. Let your hospital social worker, nurse, schedule coordinator or unit secretary know you are interested in staying with us. They can tell you more about the referral process or you can call the House's main number, (336) 723-0228, to speak with a Guest Services Manager.



Our House is a place of comfort and rest for families with children (21 and under) in treatment at nearby medical facilities. We house families who live outside Forsyth County and whose child requires:

- Inpatient medical treatment (including NICU)
- Scheduled outpatient visits that require an overnight stay

You must live outside of Forsyth County to be able to stay with us, and anyone over the age of 18 must pass a criminal background check.

FAQ

How much does it cost to stay? We suggest a donation of \$10 a night, but no family is ever turned away based on their ability to donate.

How long can my family stay? There is no limit on how long families are allowed to stay as long as their child is in active treatment.

Can my family stay at the House with me? Our rooms range in size. Some can house up to five people. Family members are welcome to stay if they are actively supporting the patient or family (room capacity permitting).

Can I have visitors at the House? Visitors are welcome 9am-8pm. Families must alert a Guest Services Manager 24 hours prior to a visitor's arrival. All visitors must sign in at Guest Services and receive a visitor pass. They must always stay with the family they are visiting and must not enter the family's bedroom. We ask that families limit visitors to four guests at a time.

What to Expect

Staying with us means: A Home Away from Home.

- A community of parents and families who are going through some of the same experiences
- Healthy meals (continental breakfast & dinner) provided by caring volunteers
- Clean, comfortable spaces to get away
- A quiet place to rest

It might not be home, but we want you to feel like you have a place where you belong.

What is Included at the House?

Private Guest Rooms

1

Our rooms range in size and select rooms can house up to five people.

Room features:

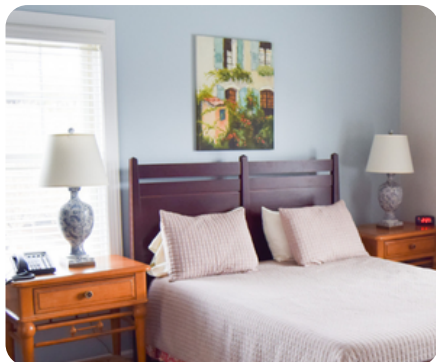
Private bathroom stocked with basic toiletries and linens.

- Basic toiletries: shampoo, conditioner, soap, toothbrush, toothpaste, deodorant, hand soap, and toilet paper
- Basic linens: towels, washcloths, and hand towels
- Hair dryers available in every room
- Shower chairs available upon request

Comfortable queen size bed, sheets, and bedding. Some rooms may also include bunk beds, trundle beds, twin beds, or cribs.

Closet area (with a few hangers and shelving).

Phone (Dial 0 from your room phone if you have questions or need assistance).



Please note, guest rooms do not have TVs in them. The House does have several living rooms with TVs throughout, including a Teen room with a TV and 2 gaming consoles.

Community Kitchen Access

2

Kitchen features:

- 2 stoves and 4 ovens, 3 microwaves, toaster, coffee makers, 4 sinks and 4 dishwashers, ice and water machine
- Dishes, pots and pans, glasses, and silverware
- Dish soap, plastic wrap and bags, paper towels, dish towels
- Soda vending machine (\$.50)
- Personal pantry and refrigerator areas to keep food items.
- Community refrigerator and freezer
- Breast Milk freezers
- Indoor and outdoor areas for dining

No food or drink allowed outside of kitchen/dining room, except for water.



Provided meals:

Continental breakfast

Fresh dinner made by volunteers or donated by local restaurants

If you are not at the House during mealtimes, we have meals available in single-serve containers in the community refrigerator.

If you have dietary restrictions or food allergies, please alert Guest Services.

Laundry Access

3

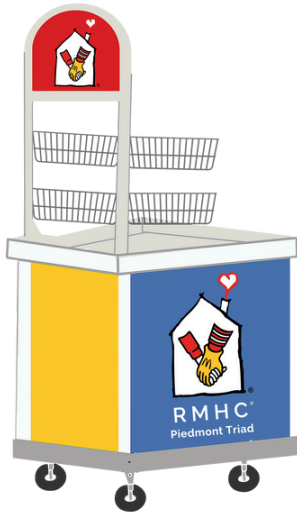
2 laundry rooms, free of charge.

Laundry room features:

- Washers and dryers for use at no cost
- Laundry detergent & dryer sheets
- Counter space for folding clothes
- Laundry basket for use, in each bedroom
- Iron and ironing board
- Basic cleaning supplies



Additional House Features



- Parking, at no cost
- Elevator access (select rooms)
- Free Wi-Fi, select the **rmhws** network (no password needed)
- Resource Library, click [here](#)
- Accessible Teen room with video and board games
- Portable DVD Player and DVDs to borrow
- Accessible Playroom with toys
- Multiple community living room areas and common spaces with comfortable seating, books, and TVs
- Meditation garden
- Accessible Outdoor Playground
- Breast pumps available to borrow (first come, first serve). You must bring your own tubing if you plan to use an RMH pump.
- Portable Bassinets and Pack 'n Plays available to borrow (first come, first serve)
- Wheelchairs available to borrow
- Access to Ronald McDonald Family Rooms[®] and Hospitality Carts

Take a Look Inside Your 'Home Away from Home'



What Should You Bring?

We Recommend You Bring:

- Clothing, shoes, etc.
- Medications
- Preferred toiletry items
- Though we provide basic toiletries, you should bring any needed or preferred items
- Any electronics you will want (such as tablet or cell phone) and chargers
- Purse/wallet and form of identification, such as Driver's license or State I.D.
- Child's Medicaid Insurance Card
- Notebook/paper and pen to take notes when you see your child's healthcare team
- If you plan to use a breast pump from RMH, you need to bring your own tubing.

Previous RMH Families Recommend You Bring:

- Though we provide basic bedding and linens, you may want to bring preferred items (such as a favorite pillow or blanket) with you.
- A device that you can watch or stream shows/movies on in your private room (such as a tablet)
- You may want to bring small activities to keep your mind off things (such as a book, headphones, playing cards, or coloring book).
- We often have activities to keep you busy at the House, please ask!



Activities at the House

Family Activity Programs

1

Family BINGO

Mondays, 5:30-6:30 p.m.
Family Dining Room
Prizes – every family wins!

2

Pet Therapy

Wednesdays, 5:30-6:30 p.m.
Latham Living Room
4 therapy dogs that rotate weekly

3

Craft Night

Once a Month, dates & times vary
Family Dining Room
Ask Guest Services for details
All materials are provided free of cost



Additional Resources

- Passes to community events and activities (museums, YMCA, etc.), as available
- Haircut coupons
- Craft supplies
- Presents and party supplies for patient or family's birthday or end of treatment celebrations
- Emergency pre-paid cards (gas, food, etc.), as resources allow

Please stop by the Guest Services Office for additional information.

During Your Stay

Checking In

When you arrive: You can park in the House parking lot, in the rear of House. Be sure to lock your doors and take your keys with you.

Ring the call button at the Rear Entrance doors and a Guest Services Manager or Volunteer will come to greet you and take you upstairs to check-in. When you get upstairs, Guest Services staff will complete your check-in.

You will need to complete check-in documents and present a form of photo ID (for guests ages 18 and older).

If your child or their siblings are staying, they will be able to pick one item from our Magic Room. Our Magic Room is filled with new toys, books, and games that have been donated.



You will be given room keys, taken on a tour of the House, and shown to your private guest room.

If you have any questions, staff can help answer these. There will be a Welcome Packet presented to you at check-in.

After 21 days, Guest Services will contact you to fill out a Stay Renewal Form.

Please note, all children (ages 14 and younger) must be with a parent, legal guardian, or authorized caregiver at all times. Children should never be left alone in their room or at the House for any reason. Children may not be left in the care of RMH staff members.

Safety and Security

Be sure to find your emergency exit (see diagram on back of door) and/or ladder (located in room closet), closest fire alarm and fire extinguisher.

IN CASE OF FIRE



- A loud alarm and sprinkler system will go off
- Immediately leave the House!
- Go quickly and gather at the corner of Hawthorne Rd and Queen St
- Wait there for further instructions

In case of any other situation requiring the house to be vacated, follow the same steps as above!

In case of Tornado, meet us in the lower-level Laundry Room.

No open flames allowed in the House, including candles, incense, etc.

Keep Our Community Clean

- Guest families are responsible for basic cleanliness of your spaces
- Pick up after yourself in your room and throughout the House
- Clean kitchen, dining room tables and chairs after use
- Load and unload dishwashers
- Recycle meal containers by washing or placing them in a dishwasher
- Never place Diapers, Sanitary Pads, Dressings, Bandages or any item with blood or body fluids in with regular trash. Place in a plastic bag and take it directly to the dumpster located in our Parking Lot
- Needles/ sharps should be disposed of in puncture resistant containers. We can provide the container, if needed
- Take room trash to the dumpster, daily
- See the Guest Services Manager for appropriate cleaning supplies for any blood or body fluid spills

General House Guidelines

- We and the medical staff expect that you visit with your child for a large part of each day (at least 6-8 hours).
- Children under the age of 14 must always be accompanied and supervised by parent / guardian and cannot be left in the room without an adult.
- Quiet Hours, 10:00p.m. – 8:00a.m. Noise must be kept to a minimum and kids under 14 must be in their bedroom by 10:00p.m.
- Wristbands are provided at check-in and must be worn during stay.
- Shoes and appropriate clothing should be worn in communal areas.
- Food and drinks must be kept in the kitchen, dining room or outside. Food and drinks (except water) are NOT permitted, even unopened, in your room.
- Alcohol, illegal drugs, firearms, weapons are NOT allowed on RMH property.

You may be asked to leave the House if intoxicated, using abusive language or inappropriate behavior.

- Smoking of any kind, including e-cigarettes or vaporizers, is only allowed on the designated "smoking porch."
- Do not open the door or give the door code to anyone other than your room's registered guests.
- Guests are expected to be considerate of others.
- House staff reserve the right to enter any room or other area on the premises used by you, at any time, without prior notice, to perform random room inspections, for general maintenance issues, or in situations where it is deemed necessary for the overall safety of the House. Guests do not need to be present when inspections are performed.
- RMH is not responsible for lost or stolen items.

Please note, you may be asked to leave if you, your family members, or visitors violate these guidelines.

Free Hospital Shuttle

Atrium Health Wake Forest Baptist / Brenner Children's Hospital offers a free shuttle between the hospital and the Ronald McDonald House.

The shuttle runs 7 days a week, 24 hours a day. Pick Up and Drop Off are at our entry doors to the parking lot behind the House.

Call the following numbers to request pick up.

(336) 716-7433, Day Shuttle, 7:30 a.m. – 5:30 p.m.

(336) 716-3305, Night Security Shuttle

Ronald McDonald House offers shuttles, driven by House staff, to and from **Novant Health Forsyth Medical Center**, Monday-Friday.

Drop off - Notify Guest Services in advance, and be in the Welcome Desk seating area by 9:00 a.m.

Pickup – Be outside the Hospital discharge and drop off doors by 4:00 p.m.

The Ronald McDonald House shuttle can be available to drop off/ pick up from other local medical facilities, upon request.

*Bus transit is available on weekends.



Visit Our Family Rooms

Located in the hospital, our Family Rooms are quiet spaces for families to rest, regroup and refuel just steps away from the bedside.

We offer three Family Rooms, one each in Brenner Children's Hospital, Novant Health Forsyth Medical Center and Cone Health Women's and Children's Center.

Each room has comfortable seating areas, kitchens stocked with snacks, drinks and easy to prepare meals, internet access and charging stations for electronic devices.

All three of our Family Rooms are open to any family with a child receiving treatment at the hospital.

Visit the Family Room or call the numbers below for Hours of Operation.



The Ronald McDonald Family Room at Brenner Children's Hospital is located on the 6th floor of the Ardmore Tower.
(336) 713-2229

The Ronald McDonald Family Room at Novant Health Forsyth Medical Center is located on the 3rd floor.
(336) 277-3346

The Ronald McDonald Family Room at Women's and Children's Center at Moses Cone Memorial Hospital is located on the 6th Floor.
(336) 832-5815

Returning Home

Preparing to Leave the Hospital

Parents and caregivers may feel worried or overwhelmed when their child is ready to leave the hospital and return home. Make sure you talk to your child's healthcare team about what you need to know and what you need to do to manage your child's health at home. You can use the log below to help guide you through.

Questions you can ask before you leave the hospital:

Is there anything that my child is not allowed to do?

Are there any foods that my child is not allowed to have?

What medical care do I need to give my child at home?

Is there any medical equipment that my child will need at home?

What medications does my child need to take at home?

Are there any other special instructions that my child should follow once we get home?

Are there any follow-up appointments that I need to make for my child?

Who can I call if I have more questions once I get home?

Checking Out of RMHCPT

When you are getting ready to go home, it can be hard to remember the little things. We made this list to help your Ronald McDonald House check-out go smoothly!

- Please remove all linens from the bed and bathroom and place them in the laundry bags provided, bed linens in one and towels in the second.
- Please take the laundry bags to the Linen Return Closet on the first floor, located to the left of the laundry room entrance.
- Please dispose of any garbage from the room before you leave by taking it to the dumpster in our parking lot behind the House.
- Please be sure to clean out any food items you might have in the family refrigerator or pantry area and any breast milk from the freezers.
- Please check for any personal items in the room that you may have missed.
- Please return any borrowed items and bring your room key to the Guest Services Office on the 2nd floor before you leave.
- Please let us know if you would like to take a “going home” photo!



Thank you for staying with us!

We invite you to share your thoughts on your stay with us in a brief survey. Please take a moment to let us know about your experience. Click [here](#) to take the survey.



Share your story.

Learning about the families we serve connects the community to our mission and inspires others to support the work we do. Please consider allowing us to share your story in a fundraising publication or on our social media. Click [here](#) to submit your story.

Coming Back to RMHCPT

If you have stayed with us within the last year

You are eligible to stay with us again without going through your hospital's social worker. You can call the Guest Services office at (336) 970-5652 to request your stay.

Please note, we will ask for the Doctor/Medical Office information – contact name, contact title, contact phone number & reason for appointment.

If you stayed with us more than one year ago

You will need to go through your hospital's social worker, doctor, unit secretary, or schedule coordinator and repeat the referral process. Referrals and background checks are only good for one year.



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