

Ronald McDonald House – Oak Street FAQ

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Where is the Ronald McDonald House–Oak Street located?

The Ronald McDonald House is located at 621 Oak St. SE in Minneapolis. It is located right off Interstate 94, across the river from the University of Minnesota Masonic Children's Hospital and only a few miles from Children's Hospitals & Clinics of Minnesota in Minneapolis.



Who can stay?

Families of patients receiving care at any Twin Cities hospital are eligible to stay at the Ronald McDonald House, provided their child is age 19 or younger, has a life-threatening illness, and resides at least 60 miles outside the Minneapolis/St. Paul area.

Parents, siblings, grandparents and other supporting family members are welcome to stay at the Ronald McDonald House. **All guests ages 18 and up are required to pass a criminal background check prior to staying at the house.** All guests ages 18 and up are also asked to provide a copy of a photo ID for identification purposes at check in and are required to wear RMH issued identification badge throughout their stay.

How do I arrange for a room?

All families who wish to stay at Ronald McDonald House Oak Street are required to complete the online Guest Application and Background Check Disclosure. Once the application has been processed and a social worker referral has been received, you will receive an email invitation from **MBI WORLDWIDE** to complete the online criminal background check. Social workers are responsible for prescreening the family to ensure they meet RMH requirements prior to making the referral. A completed application and referral does not guarantee that a room will become available, but simply places the family on the waiting list. Families will get placed on the wait list the day they arrive into the Twin Cities.

What is RMHC, UM background check policy?

RMHC, UM reserves the right to refuse admittance to any potential resident or guest with a criminal conviction. RMHC, UM 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 this includes but is not limited to violent crimes, domestic violence, child abuse, sex offenses, illegal drug activity, stalking, burglary, robbery, theft or fraud. RMHC, UM also will not admit any individual who provides false, incomplete, or misleading responses during the formal criminal history background check process.

Background checks will need to be completed by individuals (18 and older) before they are approved to stay overnight. If you have failed the background check, you will need to find other accommodations. Other individual members of your family, who pass the background check may be permitted access to our facilities with a passing background check. The background check will be performed by MBI Worldwide® The toll-free telephone number that you can use to contact MBI Worldwide® is 1-866-275-4624. MBI Worldwide's address is 200 Central Ave Suite 820 St. Petersburg, FL 33701 United States.

It is RMHC policy that if ineligible parties are allowed into the facility by a eligible family member, then their stay at the house will be terminated. Individuals will be required to complete a background check every 6 months. RMHC will provide 5 background checks per family at RMHC cost. Additional background checks will require family to contribute \$9.00 towards the cost of the check.

How do I know when a room becomes available?

RMH staff will contact the social worker or family to let them know a room is available and to set up a time to check in. You can also check on room availability by calling 612.805.3467 and speaking to an on-call manager.

When can I check into the House?

RMH staff will contact the family about setting up a time to check into the room. Families will receive paperwork to complete, get a tour, receive keys and get settled into their room. Check-ins generally are held between 8:30am-8:00pm, however can be arranged outside of those hours if requested.

What do I need to bring to check in and to stay at the House?

- Check-ins take approximately 45 minutes to complete
- Photo Identification for every adult (18 and older) who will be staying overnight
- Insurance card and preauthorization information
- Personal clothing, toiletries, and food
- Vehicle make and model
- Any questions about RMH services

How long can I stay?

The Ronald McDonald House provides temporary lodging for families who are in the Twin Cities for specialized medical care. Families can stay at the House as long as it is medically necessary for them to remain in the Twin Cities area. The patient care plan will be discussed on a regular basis with hospital staff.

Is the Ronald McDonald House a hotel?

The house is a family-friendly community living setting. There are plenty of community areas where you can gather and dine. Each individual family is responsible for keeping their private room and community areas clean.

Can I have visitors when I am staying at the House?

Visiting hours are **8:30am-8:00pm**. Only those individuals who have passed background check can be in the house outside of these hours. All visitors ages 18 and older are required to check in and provide a photo identification and receive a visitor badge. All visitors are required to wear a visitor badge while in the house. Visitors are not allowed outside of the visiting hours. All visitors are asked to follow *RMHC-UM Guidelines and Expectations* and will be screened to make sure they are in good health and infection free.

Can I come and go as I please?

Guest families are welcome to come and go as they please but the room must be utilized once every 48 hours. Guest families must wear the provided RMH identification badge while they are on the house property. Only those family members who have passed the required criminal background check can stay overnight. If you plan on leaving for more than 2 days, please notify and speak to RMH staff. RMH staff will follow up with you 2–3 weeks after you check into the House about your stay.

Can I have a pet while staying at the House?

Only service animals as defined by ADA can stay at the House. A service animal is defined as an animal that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the dog must be directly related to the person's disability.

What facilities are available at the RMH?

- Bedrooms: Each family is assigned a guest room with multiple beds, a private bathroom, TV/DVD, small refrigerator and phone.
- Laundry facilities are located throughout the campus. There is no cost for laundry. Laundry detergent, bleach and dryer sheets are provided
- Wi-Fi: Free Wi-Fi is available throughout the facility. A password will be provided at check in.
- Kitchen Facilities: Several fully-stocked kitchen facilities are available for families to store and prepare meals. Families are asked to clean up and disinfect the kitchen after they use it.
- Fitness equipment is available for families to use 24 hours a day. The room has treadmills, weight machines, elliptical machines and stationary bikes available. Fitness equipment is to be used by those 16 years of age and older.
- Gymnasium: Available for families to use between 8am-10pm. The gym area features sports equipment, basketball hoops and hockey nets.
- Indoor and Outdoor play areas are available for families to use. These include playground equipment, imaginative play items, toys, video games and sports court.

What services are available at the RMH?

- Weekly activity nights (arts and crafts, BINGO, bouncy house)
- Movie nights are held twice a week at the RMH movie theatre
- Tickets to local sporting teams and community events
- Special entertainment and adult-only nights
- Pet therapy visits
- Partnership with Brianna's Gift that sponsors art, dance and drama classes
- Regular visits from massage therapist and hair cuts
- Shopping trips to local grocery and department stores are held twice a week
- Comprehensive summer activity program
- K-12 Licensed School with a full curriculum, school lunch and breakfast program
- Preschool programming available two times a week
- Fry Buddies mentorship program
- DVD available for check out and usage

Does the RMH have food available?

- 2 fully stocked food pantries offer canned and nonperishable food items
- The snack counter offers quick grab and go snack options
- Volunteers prepare fresh baked cookies and sweets throughout the week
- Cook for Kids volunteers prepare and serve meals 9 times per week. Dinners are offered at 6:00pm, 7 days a week and brunch at Noon on Saturdays and Sundays.

Where do I find more information about RMH Oak Street?

Check out the “AT HOME” RMH Family APP <https://rmhtwincities.org/families/oakstreet/> for a complete schedule of events, calendars with meals, tips for staying at Oak and wayfinding in the local area.

What does staying at the RMH cost?

It costs Ronald McDonald House Charities, Upper Midwest \$135.00 per night to provide housing to each family at our Ronald McDonald House – Oak Street location. RMHC, UM will bill medical assistance and private insurance \$60.00 a night on your behalf to cover housing costs. Families should contact your medical insurance and/or medical assistance worker to get a preauthorization prior to checking into the house.

We encourage families who do not have private insurance or medical assistance coverage for housing costs to make a voluntary contribution of \$25 per night if they are able. Any contribution is appreciated and no family will be turned away if they do not have ability to pay.

Who can I contact with questions regarding the RMH-Oak Street or set up a time for a tour?

- Visit our website www.rmhtwincities.org
- Download the family app www.rmhtwincities.org/families/oakstreet
- Email us info@rmhtwincities.org
- Call us [612-805-3467](tel:612-805-3467)