



**Ronald McDonald
House Charities®**
Manitoba

Ronald McDonald House Program FAQ

How do I receive a referral to stay at Ronald McDonald House?

Families are referred by a hospital social worker, medical staff, local medical professional/clinic, or other third party (i.e. Jordan's Principle, Transportation Referral Unit, etc.) through the completion of our Request for Accommodation Form. (Form is available at rmhcmanitoba.org).

Who is eligible to stay at the House?

RMHC Manitoba accommodates families who have a seriously ill or injured child, 17 years of age or younger. We welcome high risk pregnant women, with an escort (MD waiver available), who need to be close to medical care for the remainder of their pregnancy and until their child is discharged. Families must live outside of the City of Winnipeg Perimeter Highway. We allow two primary caregivers per patient.

What diagnosis must a child receive in order to qualify to stay here?

All families with a child receiving medical treatment or care at a nearby hospital/clinic are eligible to stay at the House. This includes dental surgery.

How long can I stay at the House?

Families can stay for as long as their child is receiving care at a nearby hospital or clinic.

Can seriously ill adults stay at the House?

RMHC Manitoba only accommodates seriously ill or injured children 17 years of age or younger and their families.

How does the House wait list work?

Families are placed on our wait list for the day they require a room. We are happy to accept post-dated referrals. Rooms are assigned, as available, and prioritized according to the date the referral is received. Families are notified 24 hours in advance to confirm their stay.

How much does it cost to stay at the House?

While the estimated cost to RMHC Manitoba to accommodate one family is over \$306 per night, through the support of our generous donors, the suggested room donation for families is only \$10 a night. A family is defined as up to two adults and their children.

How many people can stay in a room?

Our bedrooms can accommodate from two to six people. We also offer two

Specialty Suites with kitchenettes and HEPA air filtration systems for patients receiving a transplant who require to be isolated. There is no extra suggested room donation for these suites.

Can my family and friends visit me at the House?

Family and friends are welcome to visit with you in our backyard space, as weather permits. Visitors are not allowed on guest bedroom floors.

Does the suggested room donation of \$10/day include food?

RMHC Manitoba supplies milk, bread, and other foods for families to use. We have two stocked pantries and a family freezer. We provide a daily continental breakfast and dinner every Monday, Wednesday, Friday, and lunch on Saturday. Families are also given storage space for their personal dry goods and perishables.

If I get a room at Ronald McDonald House, do I have to clean it myself?

Our House is a home away from home, so families are expected to keep their room tidy and clean throughout their stay. Our Housekeeping staff will clean your room once per week and provide fresh linens and towels. Families are also expected to clean up and sanitize when using common areas.

What do I need to bring during a Ronald McDonald House stay?

Bring your clothing, food, and toiletries. We provide towels, linens, cleaning products, and kitchen items.

Does the House have laundry facilities and a kitchen?

Yes, each bedroom floor has a guest laundry room. We have four kitchens for families to use with a pantry of staple food items. All families have a secure locker to store their dry food and fridge/freezer for their perishable items.

Where can I store breast milk and my child's medication at the House?

Each bedroom is equipped with a small refrigerator, including freezer space.

Is parking available at the House?

Yes, we have a secure underground parking lot and a gated exterior parking lot for larger vehicles.

Is the House wheelchair accessible?

Yes, all Ronald McDonald House common areas are accessible. We also offer accessible, barrier-free suites and an accessible kitchen for persons with disabilities.

How far is the House from HSC Children's Hospital or HSC Women's Hospital?

The House is located three blocks from HSC Children's Hospital and HSC Women's Hospital, or about a seven-minute walk.

How do I travel to the hospital to visit my child?

RMHC MB provides two return trip taxi vouchers to Children's Hospital and Women's Hospital. For families that wish to use their vehicle, hospitals provide a discounted rate for weekly or long-term parking (see the hospital parking office).

Is RMHC Manitoba affiliated with HSC Children's Hospital?

We are not formally affiliated with HSC Children's Hospital. However, they are an integral partner of ours in the continuum of family-centered care.

What if I have booked a House stay, but my medical appointment gets cancelled?

Please contact your medical professional or social worker to send another referral with the new date or ask them to contact us directly.