



Ronald  
McDonald  
House®  
LOS ANGELES

# MEDICAL PARTNER REFERRALS



The mission of Los Angeles Ronald McDonald House is to provide comfort, care and support to children and families in Southern California. Our vision is a community where children and their families embrace life and healing with a sense of hope, enthusiasm, courage and joy.

To send a referral for a room or Day Pass, please email [LARMH-RoomRequest@rmhcsc.org](mailto:LARMH-RoomRequest@rmhcsc.org).

To check the status of a referral, please call 323-644-3060.

For other questions or to schedule a tour, please contact:

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Operations Manager, Guest Services  
323-644-3085  
[LJimenez@rmhcsc.org](mailto:LJimenez@rmhcsc.org)  
[rmhcsc.org/losangeles](http://rmhcsc.org/losangeles)

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## **OUR HOUSE**

Los Angeles Ronald McDonald House (LARMH or "House") provides temporary lodging for families while their child receives treatment at a local partner medical facility. Our House features 75 private guest rooms as well as common spaces and play areas for our families to enjoy. Our programs offer resources such as prepared meals, supplementary food, recreation activities and emotional support -- giving our guests a home-away-from home when they need it most. We are part of a regional chapter, Ronald McDonald House Charities of Southern California (RMHCSC) and operate under our global organization, Ronald McDonald House Charities (RMHC).

Our House is comprised of two buildings, separated by a half-block:

Fountain Building	Helms Building
4560 Fountain Ave	1250 Lyman Place
Los Angeles, CA 90029	Los Angeles, CA 90029

Guests in either building are welcome in all common areas and at all events. Both front desks can be reached at 323-644-3060.

### **Checking In**

Hours of check-in are 3:30pm-7:30pm, seven days a week. Exceptions are made for international families who may arrive early due to their flights; in these cases, notify us in advance so our housekeeping team can prepare their room early. Late arrivals are allowed with notice. The check-in process typically lasts 30-45 minutes.

### **Checking Out**

We ask guests to check out before 12:00pm when possible. Their deposit will be returned if the room is left in good condition and all borrowed items (i.e. key card, remote) are returned.

### **Length of Stay & Residency**

A family's length of stay is determined by their medical team, with a few exceptions. We ask that the referral and any subsequent extensions be made for no more than 28 days at a time to confirm your assessment of the family's ongoing eligibility. Eligibility status is maintained through the patient's active treatment status and abiding by House rules, which are reviewed during check-in. For extensions, "active" treatment is indicated by inpatient status or outpatient with at least 3 appointment visits per week.

Short-term stays (1-4 nights) are generally not eligible for extensions, but special exceptions may be made on a case-by-case basis.

LARMH is not equipped to provide long-term or permanent housing, nor should our address be used to establish residency or receive benefits. In order to continue to serve the most critical cases and to prevent violation of state residency laws, guest families approaching a length of stay of one year will be asked to find alternative lodging. We will give the guest at least 30 days' notice and will work with the family and your team to help secure non-financial resources for appropriate housing. Exceptions may be made for families of patients who are in critical condition, as verified by the medical team. These will be assessed on a case-by-case basis.

### **Room Deposit & Nightly Rate**

Each family is required to give a refundable \$20 cash deposit at check-in for cleaning, room keycards and food bins. This will be refunded upon completion of our check-out process, including the return of room keycard(s) and a final room inspection.

There is no cost to stay at LARMH and no one is ever turned away due to an inability to pay. A suggested rate of \$25/night is used for billing CCS, insurance and other third-parties to help cover some of our operational costs. Any amount given by a guest is considered a donation – it can be any amount and is completely optional. We are happy to adjust the rate to what the family is comfortable with, including \$0.

### **Guest Rooms**

Each guest room includes a private bathroom and 1-2 queen beds with memory foam mattresses. We have 16 suites with a queen pull-out sofa bed that allow additional occupants. Most of our immunocompromised suites are outfitted with small kitchenettes and dining tables to allow for easier social distancing.

### **Room Inspections**

LARMH reserves the right to enter the room throughout a guest's stay for inspections, repairs, facility upgrades, cleaning and in cases of emergencies or suspected emergencies. House staff perform regular room inspections to address or prevent maintenance issues and to keep the facility in good working order, and guests should be

aware the entry may happen when they are not in the room. Guests may be asked to leave if found in violation of our House guidelines as a result of inspection.

### **Kitchens & Dining**

Kitchens, dining rooms and cafés are open 24 hours. We ask all guests to be courteous of others in their cooking, cleaning and storage practices.

The House offers breakfast every morning from 7:00am to 10:30am. We typically serve a simple breakfast of cold cereal, fruit, oatmeal and milk.

Most guest rooms are assigned one pantry cabinet, one freezer bin and one refrigerator bin in the communal kitchens. Rooms in our long-term wing, encompassing Rooms 18-36, are equipped with their own cabinets and mini-fridges, so do not have a pantry cabinet or refrigerator bin in the kitchens.

### **Parking**

All vehicles must be registered at the time of check-in. Each room will receive one parking pass for the underground garage. Day Pass guests must park in one of the visitor lots.

### **Laundry**

We provide free use of washers and dryers. Complimentary laundry detergent is available at the front desk. Clothes left unattended may be removed by staff to allow other families access to the machines. Laundry hours are 7:00am to 10:00pm daily.

### **Exercise Room**

The Exercise Room is located on the third floor of the Helms Building and open to registered guests aged 18 years old and over. If a minor wishes to use the Exercise Room, the parent/guardian must sign a release form for the child. If the minor is a patient, it is recommended that the parent/guardian receives authorization from the child's doctor. Exercise Room hours are 7:00am to 10:00pm daily.

### **Family Room**

The family room is on the first floor of the Fountain building. It features a large aquarium, comfortable couches and a variety of DVDs, books and magazines for families to borrow or take home.

### **Playrooms**

Playrooms in both buildings have toys and various video game options. Video games and remotes are available for check out at the front desk. An adult should be with minors at all times and parents are responsible for cleaning up after their children.

### **Personal Refrigerators**

LARMH offers personal mini-fridges for check out. The guest is responsible for cleaning/disinfecting the mini-fridge prior to its return.

### **Language Accommodations**

All of our printed material includes a Spanish translation. Many of our employees and FSS team are bilingual, including fluency in Spanish, French and American Sign Language. We utilize medical translation phone services through [CyraCom](#) for any language.

## OUR PROGRAMS

### Day Pass

For families who are waiting for a room, do not meet eligibility guidelines or do not need a room, we offer Day Passes. A Day Pass includes access to LARMH common areas between the hours of 9:00am and 9:00pm, Meals of Love, Help Yourself pantries and the laundry facilities. Less formal, Day Pass guests can be referred verbally or over email by a partner medical social worker.

### Family Support Services

Family Support Services (FSS) is a program offering support and resources to our families. Individuals, couples or the entire family are supported in the privacy of the FSS offices or around the House, led by graduate psychology students and supervised by licensed psychologists. FSS also hosts House activities such as Fun Clubs, workshops, holiday activities and special events.

Each family, new or returning, is assigned an FSS intern. FSS will stay in touch during their stay, but guests are also welcome to contact them at any time, including after their departure.

### Fun Clubs

Fun Clubs are two-hour programs designed to entertain guest families. Fun Clubs may entail arts and crafts, movie nights, video games, dancing, music lessons and/or board games.

### Meals of Love

Throughout the week, groups from the community provide a complimentary meal to families staying at LARMH. Meals of Love may take place during breakfast, lunch or dinner at either of our two buildings.

### Help Yourself

Our "Help Yourself" complimentary communal supplies are available for guests to take as needed. Items include food, condiments and beverages in our pantries and designated refrigerators. Leftovers from Meals of Love are available in the Help Yourself areas. Toiletries, amenities, stationery, games and gifts are available at our front desks.

### Therapy Animals

Our House regularly hosts miniature horses, dogs and bunnies. All of these are trained therapy animals supervised by their appropriate handlers.

### Milestone Celebrations

We believe in celebrating milestones! Whether it's a birthday, successful surgery, completion of treatment or a good grade on a test, guests can pick out a gift from Karen's Closet, our stockroom filled with toys, games, art supplies and more. Through our partnership with [Party Pepper Uppers](#), guests can start their party from a Birthday or Way to Go bags. Our FSS team throws monthly birthday celebrations (with cake!). Thanks to [LightZ of Hope](#), we light up a colorful disco ball at the Front Desk to announce good news.

### Art Gallery

Each month, painting sessions led by artist Melanie Kirschner and FSS encourage guests to explore their creativity. Paintings are hung in gallery-style as part of a dynamic art display in our atrium.

## **GUEST ELIGIBILITY**

### **Pediatric Patients**

Patients must be 21 years old or younger and actively receiving treatment at a partner medical facility for their family to qualify to stay at the Los Angeles Ronald McDonald House (LARMH). Priority is given to families of patients under 18.

To maintain eligibility, the patient must be actively receiving treatment at a partnered medical facility in Los Angeles. If outpatient, they should be attending medical appointments 3x weekly.

### **Communicable Illnesses, Diseases & Pests**

Due to the compromised immune systems of many of our patients as well as our House's communal living, we are not equipped to accommodate anyone with a contagious or easily-transmittable illness or pests (i.e. lice). *See page 9 for details.*

### **Non-Patient Guests**

Parents, guardians and essential caregivers involved in the daily support of the patient or siblings are able to stay in the guest rooms. Adults must bring ID with their name and date of birth.

Siblings must be accompanied by their parent/guardian. Unrelated children are not allowed to stay in guest rooms.

If parents/guardians are divorced or separated, it is up to the family to decide who will stay in the House or how a room may be shared, assuming joint custody.

Parents going through the adoption process may stay with proper documentation.

### **Minor Parents**

Guests under the age of 18, even if they are the parent of the patient, may not stay without their parent/guardian. Exceptions will be made for married couples under 18 or emancipated minors with court-issued declaration.

### **Adult Patients and High-Risk Pregnancies**

Patients aged 18-21 years and high-risk pregnant mothers must be accompanied by an adult caregiver.

### **Unhoused Families**

Families experiencing homelessness are welcome, though it should be communicated that LARMH is not equipped to serve as long-term housing nor to establish residency.

### **International Families**

International families are welcome, though it should be communicated that LARMH is not equipped to serve as long-term housing nor to establish residency.

### **Background Screening & DCFS**

Families with open cases of domestic or child abuse/neglect will not be allowed. Accommodations will be denied to any person that has been convicted of any crimes, particularly crimes against children, are a registered sex offender or who have been convicted of spousal or child abuse.

All adult guests, visitors and volunteers must undergo screening, including the national sex offender database.

### **Animals**

Pets are not allowed. Service animals and assistance animals must be vaccinated per Los Angeles County.

## REFERRALS AND SCHEDULING

Families must be referred to LARMH by their child's medical team at a local partnered hospital or clinic. A referral (or "room request") is not a reservation and does not guarantee accommodation.

Our referral form can be emailed upon request or downloaded from our [website](#). Please confirm it is complete before submitting to avoid delays in processing and scheduling. Use the form to indicate special needs or accommodation requests so we can match the family with an appropriate room. Receipt confirmations will be auto-emailed, but you are also welcome to call the front desk at 323-644-3060 to verify the referral has been received.

Beginning in the fall of 2022, referrals may also be made directly on our website through a secure and HIPAA-compliant webform.

### Occupancy

Most rooms have either 1 or 2 queen-sized beds, holding 1-2 or 3-4 people, respectively. We have a small number of rooms with a maximum occupancy of 6 people. We do not allow room occupancy to exceed local fire code, so please include an accurate number of guests on the referral form.

### Extensions

When a family needs to stay past the original departure date, an approved member of the patient's medical team must submit an extension form. Families must continue to meet eligibility requirements.

### Short-Term Stays

Families of patients with a non-critical diagnosis or treatment plan and with only 1x/weekly appointments will be referred to a short-term stay room (1-3 nights). This allows us to serve more short-term families, but we require adherence to the original departure date. Extensions will not be accepted.

### Scheduling

Our House typically operates with a wait list. Families are scheduled based on room availability and the following factors:

Level of Care	Length of Stay
1. Critical	1. 28+ nights
2. Surgery	2. 15-27 nights
3. General Pediatrics	3. 5-14 nights
4. High-Risk Pregnancy	<i>Note: Families staying 1-4 nights will be scheduled into Short-Term Stay rooms</i>

In cases of similar Level of Care and Length of Stay, priority will be given to (a) returning guest families, (b) families traveling the furthest and/or (c) families of patients under the age of 18.

### Referral Considerations

While we work with families from all socioeconomic backgrounds and from any location, your team may want to consider prioritizing sending requests for those facing financial hardship, who are traveling from far distances and/or do not have access to alternative lodging (i.e. extended family, hotel sponsorship) in the area.

Please assess the families to the best of your ability before sending in a referral to ensure the family members are equipped to handle communal living. If you are aware of any behavior that could jeopardize the safety or security of the House or its guests, volunteers or staff, or that could negatively impact the communal environment of the House, do not make the referral.



## GUIDELINES

### Infectious Disease Exposure

Exposure to infectious diseases represents a serious health threat to children who are at increased risk due to complications of their illness and/or medical treatment.

Anyone with an infectious disease or infestation, or who has been exposed to an infectious disease, illness or pest should not be referred and will be denied admittance to Ronald McDonald House. The House implements a verbal and written screening process upon check-in. Of particular concern are the following conditions:

C-Diff	Influenza	Shingles
Chickenpox	Measles	Swine Flu
COVID/Coronavirus	Meningitis	Tuberculosis
H1N1	MRSA	Viral/Bacterial Infection
Head or Body Lice	Mumps	Whooping Cough
Hepatitis	RSV	
Impetigo	Scabies	

We ask guests and their medical teams to notify the House immediately if you are aware of a confirmed or suspected exposure to a contagion. For those with an infectious disease or who have been exposed to an infectious disease:

- Guests must check out within 24-48 hours. In the meantime, they should remain in their guest room, avoiding common areas.
- They should meet with the Operations management by phone or from an appropriate distance to assess contact tracing.
- The House will implement a specific treatment or cleaning protocol to all affected areas.
- As appropriate, the House will notify other residents as well as employees, volunteers and visitors who may have had exposure. We will not release the name or identifying characteristics of the person or family related to the exposure to guest families, volunteers or visitors.
- Guests must have a clearance note from their medical care provider before being re-considered to stay at the Ronald McDonald House.

### Registered Guests

Only parents, guardians, siblings and essential caregivers involved in the daily support of the patient or siblings are eligible to stay in guest rooms. Guests should not enter rooms they are not registered to. All adults must carry a valid picture ID and meet with Family Support Services (FSS) within 24 hours of arrival.

After a family's initial check-in, additional people may be registered if approved in advance by the Guest Services Manager. The new guests must meet with FSS within 24 hours of arrival.

### Screening & Access \*New practice/policy starting fall 2022

All adults must present a valid picture ID and undergo screening. Screening is limited to sex offender registry and is required before completing check in or entering a guest room.

Access to the building is through keycards, which expire every Monday at noon. Adults registered to the room will undergo screening and confirm continued use of room in order to have their keycard reactivated.

### Child Supervision

Children under 18 years of age must be with their parent/guardian or registered caregiver at all times.

### Visitors \*New practice/policy starting fall 2022

Visiting hours are 9:00am until 9:00pm. All visitors must check in at the front desk, undergo screening and wear an identifying name badge. They are not allowed in guest rooms.

### Room Use

Due to the tremendous demand for our services, guest rooms should not be empty for more than 24 hours at a time. If a guest needs to leave for longer than 24 hours, they must check out with the front desk and vacate the room. If check out is not completed, the room will be considered abandoned and the deposit will be forfeited. Staff will close the room and prepare for new occupants. Belongings will be discarded after 30 days.

Families who need to regularly return to their homes for longer than 24 hours are encouraged to utilize our short-term stay rooms.

### Room Upkeep & Inspections

Damage to the facility will result in being charged for repair costs. Guests cannot mark on, apply tape to or nail/drill into walls, furniture or appliances. Trash should not accumulate in rooms and must be taken to the dumpster regularly. To prevent spills, stains and attracting pests, food and drinks should be stored in appropriate containers.

Staff perform weekly inspections as well as upon check-out to ensure the good maintenance of the room. The House and its rooms are subject to additional inspections completed by and/or required by the local Health Department, Fire Department and OSHA.

### Fire Safety

Tampering with smoke detectors or fire sprinklers is prohibited and illegal. Irons, hair dryers, curling irons and electric shavers should be unplugged when not in use. All electronic items should be kept away from water and potential combustibles.

Cooking is not allowed in guest rooms, including use of hot plates, crock pots, rice cookers and similar appliances. Open flames are prohibited, except with proper use of stoves and/or BBQ by adults only. Candles cannot be used on property.

LARMH operates a smoke-free facility.

### Communal Living & Quiet Hours

Guests are asked to show consideration and respect for one another in the House's communal environment. With decreased privacy, guests and visitors should use family-friendly language, wear appropriate clothing and avoid monopolizing common areas. Adult guests are responsible for cleaning up after their child(ren) and visitors.

Quiet hours are 10:00pm to 7:00am. During this time, families must keep conversations and electronic devices at a low volume.

### Personal Belongings

LARMH is not responsible for loss, theft or damaged property belonging to guests or visitors and do not provide safekeeping of personal property.

### Medication & Medical Care

Staff and/or volunteers cannot provide or administer medications, including over-the-counter medications or remedies. They cannot sign for medication, equipment or medical supply deliveries.

Anyone requiring special care or running the risk of being incapacitated must be accompanied by an adult caregiver equipped to respond to their medical care or emergency. If a caregiver is unavailable or the guest requires in-home medical assistance, they must find alternative lodging.

### Social Media

Guests must not disclose confidential information or use the names, photos or other identifying characteristics of other guest families without written consent.

### Zero Tolerance

In order to provide a safe, clean, comfortable and supportive home away from home to families, our Zero Tolerance policy is included in the check-in process. This prohibits these items and behaviors on our property, including guest rooms and parking lots:

- Smoking
- Alcohol or illegal drug possession
- Weapons possession
- Child abuse
- Domestic violence
- Physical or verbal aggression towards others

LARMH does not condone any form of conduct that creates an intimidating, hostile or offensive environment for guest families, staff, volunteers or visitors, or otherwise unreasonably interferes with the Ronald McDonald House communal living environment.

Violation of these policies while on LARMH property will result in termination of the guest's stay and may lead to police or DCFS involvement. Guests will be "blue-lined" and lose eligibility to stay at any House in the Ronald McDonald House Charities of Southern California.