



Guest Families Conduct & Responsibilities Policy

1. Purpose

At Oeuvre des Manoir Ronald McDonald House Charities Ottawa (RMHCO) we strive to create a communal living environment in which everyone can feel safe, comfortable and respected. We are committed to ensuring the health and safety of everyone in the House and preserving the furniture, equipment and amenities that the House provides.

2. Scope

This Policy applies to all individuals who access RMHCO's services and their guests.

3. Statement of Policy

To maintain a safe and comfortable environment for those staying at RMHCO's facilities, guests are required to abide by certain general directives. Unlawful activities are not permitted at RMHCO's facilities and will be promptly reported to appropriate authorities. Guests accessing RMHCO's services must be respectful and considerate of others, and additionally adhere to the following expectations and responsibilities of all guests.

RMHCO reserves the right to derogate from this policy if required to respect any human rights obligations and/or any duty of accommodation that may exist.

3.1. Non-discrimination and Harassment

RMHCO does not condone any form of conduct that creates an intimidating, hostile, offensive or disruptive environment for guest families, staff, volunteers or visitors, or otherwise unreasonably interferes with the RMHCO communal living environment. Accordingly, any allegations of harassment, sexual harassment, bullying or other abusive conduct (including verbal, non-verbal and physical conduct) will be addressed in compliance with RMHCO's Respect in the Workplace Policy.

3.2. Violence

Violence will not be tolerated and is immediate grounds for termination of a guest's stay. This includes any act of physical aggression against a family member or domestic partner, as well as any other individual at RMHCO's facility.

3.3. Child Abuse

Child abuse will not be tolerated and proper authorities will be notified should abusive behavior be witnessed or suspected. RMHCO has a legal duty to report any suspicions that a child has been or is at risk of being physically harmed, sexually molested or sexually exploited, requires medical treatment with respect to physical harm, or has been abandoned to the Children's Aid Society.

3.4.Safety and Security

Guests may abide by the safety and security protocols of RMHCO. Guests are provided with FOB access to the House and a key to their room, which are not to be provided to children or anyone not registered to stay with RMHCO. Visitors can gain access by buzzer at the front door. It is the responsibility of the guest to welcome their visitor at the front desk, ensure they sign-in with RMHCO staff and remain with their visitor at all times until the visitor leaves the premises.

The House is equipped with smoke detectors and a universal fire alarm. Guests should review the emergency instructions posted on the back of the bedroom door.

3.5.Possession and Use of Illegal Substances and Weapons

Use or possession of an illegal substance in the House is strictly prohibited and will be reported to appropriate authorities. Use or possession of illegal drugs or substances will not be tolerated and is immediate grounds for expulsion from the premises. Weapons are not permitted on the premises even if lawfully obtained or possessed by a guest or their visitor, except in the case of a security guard or police officer in the conduct of their duties. For the purpose of policy, the term "weapon" includes anything used, designed to be used or intended for use in causing death or injury to any person, or for the purpose of threatening or intimidating any person.

3.6.Smoking and Vaping

Tobacco smoking and vaping is prohibited in all areas of the House without exception. Communal outdoor spaces and the parking lot are also non-smoking/non-vaping. RMHCO is located on CHEO grounds, and all Ontario hospitals are smoke-free zones. Smoking and vaping are only allowed outside of CHEO (and therefore RMHCO) grounds. Provincial Tobacco Control Officers patrol hospital grounds to ensure the province's no-smoking laws are being followed. We understand that anyone caught smoking on hospital grounds, including in vehicles parked on hospital grounds, could face a fine of up to \$5,000.

3.7.Recreational Cannabis

Cannabis smoking, vaping and ingesting for recreational purposes is prohibited in all areas of the House AND is prohibited in the communal outdoor spaces including the tobacco smoking/tobacco vaping spaces. Food items that contain cannabis cannot be prepared or stored in public spaces. Cannabis plants are prohibited in the House.

3.8.Medical Cannabis

Families staying at RMHCO with a medical prescription for cannabis are required to provide a written doctor's note or a certificate to possess and/or ingest cannabis in the House or on House property. Inhalation methods for the use of medical cannabis are not permitted on House property, except as required by legislation. RMHCO will work with family members for required accommodation in these rare circumstances. Guests are required to safely store and secure medical cannabis at all times while staying at the House.

3.9.Alcohol

Guests are not permitted to consume alcohol in communal spaces of the House. However, in certain exceptions RMHCO may sponsor events/receptions at which alcohol may be served, but only by properly trained staff. RMHCO has a zero-tolerance policy regarding alcohol in individual guest rooms.

3.10. Supervision of children

Children under the age of 18 will not be admitted to the RMHCO House, unless under the supervision of an adult guest. Guests are responsible for the conduct and safety of their children at all times. Children under the age of 16 are not permitted to be in communal spaces without a guest present.

3.11. Visitors

Guests may entertain visitors in the common spaces of the House and in their assigned room. Children under the age of 18 cannot entertain visitors without the supervision of their parent or legal guardian. Overnight visitors are required to sign in at the front office and sign the Guest Agreement Form. At no time can the number of guests and visitors in a room exceed fire code capacity. Guests are responsible for the conduct of their visitors at all times. Siblings are welcome to visit for short stays of up to 5 days. We are not able to accommodate indefinite sibling stays. Per fire code capacity, maximum occupancy per room is four (4) people

3.12. Room Inspections

The House staff reserves the right to enter and inspect all rooms to perform regular servicing (change heating/cooling filters, regular maintenance, etc.) or where necessary to ensure compliance with this policy where there is reason to believe that a situation of non-compliance exists that merits investigation.

3.13. Privacy

As a result of the new privacy legislation and in order to protect the well-being of the families who stay at RMHCO, it is very important that everyone understands and honours the privacy requirements of being involved with the House and its families. Client privacy is a legal and moral right; therefore, all staff and residents at the House must never share the following: Guests' or family members' names, the circumstances or length of stay at the House, family situations, medical information or matters pertaining to staff. For more information or to see our Privacy Policy, please inquire at the front desk.

3.14. Privacy of Families and the Use of Social Media

Guests must not disclose confidential information or use the names, photos or other identifying characteristics of other guest families without their consent. This applies to the use of photos or information posted on social media sites such as Facebook, Instagram, Twitter, blogs and other shared sites.

3.15. Cleanliness

Guests are responsible for cleaning their own bedrooms and bathrooms for the duration of their stay and cleaning up after themselves in the kitchen, dining area and other communal areas. Cleaning supplies are provided.

3.16. Guest Health

It is a guest's responsibility to inform the office if they or a family member is suffering from an untreated, contagious disease, i.e., colds, flu, etc. For further information on our Infectious Disease Policy, please inquire at the office.

3.17. Damage to the Room and Furnishings

While reasonable wear and tear on furnishings in the rooms is expected, negligent or willful damage to property will not be tolerated. Staff should be notified if any items require repair in the room. Guests will be charged for any loss or damage identified during their stay or upon departure that is not reasonable wear and tear. In such circumstances, RMHCO will invoice guests once the damage has been assessed.

3.18. Personal Property

RMHCO is not responsible for the loss, theft or damage of any property belonging to guests or visitors during their stay at RMHCO. RMHCO shall not provide safekeeping of any items on behalf of guests. Guests are encouraged to take appropriate measures to safeguard their belongings while staying at RMHCO's facility, including locking doors and taking valuable belongings with them. Guests are expected to take all of their belongings with them when they check out.

3.19. Absence from the House

If a guest's room will be vacant/unused for more than two (2) nights, they must check out so that we may provide the room to another family currently on our waiting list.

3.20. Pets

RMHCO does not allow personal pets in its facilities or on its premises. Service animals, as defined by RMHCO's Accessibility Policy are not considered pets.

3.21. Parking and Keys

Parking is available for guests staying at RMHCO. If the parking lot is full, staff can provide information about parking options in the area. Parking is not permitted in the front circle. Guests are required to pay a \$20 deposit for the keys and parking pass issued with their room. A replacement fee will be charged if either are lost.

3.22. Failure to Comply with this Policy

Failure to comply with the responsibilities and expectations outlined in this Policy could result in expulsion from the House, at RMHCO's absolute discretion. Guests are encouraged to seek guidance from staff where clarification is required. RMHCO further reserves the right to recover any losses or damages incurred by RMHCO because of a guest's violation of this Policy.

ADDITIONAL IMPORTANT HOUSE RULES

These rules are in place and are important for the safety, health and well-being of everybody at Ronald McDonald House.

1. The office is open from 9:00 AM. – 9:00 PM. We have ON-CALL staff from 9:00 PM – 9:00 AM.
2. Do not use anything that will mark the walls (tape, push pins, etc.)
3. Please keep the kitchen and dining room tidy. Clear your dishes, stack them in the dishwasher, or hand wash your dishes and put them away. Please do not leave dishes in the common rooms or in your bedroom.
4. Tidy up the Playroom after your child(ren) is/have finished.
5. For hygienic purposes, no bare feet.
6. Keep the front hall clear. All outdoor footwear should be stored in your numbered bin.
- 7. Do not overload refrigerators or freezers.**
8. You are sharing the House with 13 other families. Please ensure respective doors are closed.
9. **No eating in bedrooms** unless quarantine rules apply. In this case, please do not leave dirty dishes in your room.
10. Phones and doorbells are answered between 9:30 a.m. and 9:00 p.m.
11. Guests will be charged \$10 per night, per room payable at the end of the month or at the end of the stay.
12. The usage of candles or any open flame lights are prohibited. The use of scented diffusers are prohibited.
13. Be aware of emergency doors and do not open. An alarm will sound.

We welcome you to our House. We will do our very best to make your stay as stress free as we can.

Thank you for your co-operation.

Type of photo ID accepted include: Valid Driver's License, Provincial Photo Card, Provincial Health Card, Passport.