Effective Date of Policy: 5/25/2010
Date Last Reviewed: February 2025
Date Last Amended: February 2025
Next Review (If required): 2/28/2027

B.1.6 Policy Review

In accordance with the By-Laws of the organization, Article VII, Section 6, B. (3), the Governance Committee shall establish policies for the effective operation of Ronald McDonald House Charities. The Committee shall review current policies as deemed necessary by the Committee for inadequacies and potential areas of conflict or liability, and it shall develop a policy review procedure.

Effective Date of Policy: 5/10/2010
Date Last Reviewed: February 2025
Date Last Amended: February 2025
Next Review (If required): 2/28/2027

B.1.8 Non-Discrimination Policy

All people are accepted, but not all behaviors are. It is the philosophy of Ronald McDonald House Charities ("RMHC") and McDonald's Corporation to treat employees, volunteers, and families utilizing their services fairly and without regard to income or ability to pay, race, color, ethnic origin, national origin, religion, political affiliation, age, gender, sexual orientation, gender identification, disability or handicap, housing status, marital status, veteran status, or any other group, status or characteristic protected by locally applicable laws and regulations. Discrimination against any employee, volunteer, applicant for employment, or family seeking or receiving services from RMHC will not be tolerated. This policy applies to all employment practices, including recruiting, hiring, pay, performance reviews, training and development, promotion and other terms and conditions of employment.

Furthermore, RMHC does not condone any form of harassment, joking remarks, bullying, or other abusive conduct (including verbal, non-verbal, or physical conduct) that demeans or shows hostility directed at another individual's actual or perceived protected class as defined by the anti-discrimination policy. RMHC does not condone any form of conduct that creates an intimidating, hostile or offensive environment for families, staff or volunteers that otherwise unreasonably interferes with the Ronald McDonald House programs communal living environment. Services at Ronald McDonald House Charities of Greater Chattanooga are provided without preference based upon affiliation with any individual or group, including members of the RMHC Board of Directors, RMHC staff, RMHC volunteers, McDonald's personnel, RMHC representatives, or their friends or families.

Services are provided in accordance with:

- The Chapter's license and standards agreed with McDonald's Corporation;
- The purpose of providing a home-away-from-home for families of seriously ill or injured children receiving medical treatment at a partnering medical institution;
- All applicable laws and regulations;
- The House standards, guidelines and guiding principles of RMHC Global; and
- Policies and procedures established by the Board of Directors of RMHC of Greater Chattanooga.

Employees, board members, volunteers, or guests will not be punished for reporting discrimination. The RMHC will protect the confidentiality of those who report discrimination or participate in a discrimination investigation.

Effective Date of Policy: 10/23/2012
Date Last Reviewed: November 2024
Date Last Amended: November 2024
Next Review (If required): 11/30/2026

B.2.1 24-Hour On-Site Management

24/365 House Operations/Office Hours/After Hours Procedures

Each Ronald McDonald House is required by the License and Standards Agreement to maintain on-site coverage of the facility 24 hours a day/365 days a year utilizing a responsible adult. This means that a qualified, trained individual—either paid staff or volunteer—over the age of 18 must supervise the premises at all times by being physically present on the House property. Staff and volunteers entrusted with this responsibility are trained to handle the myriad situations which may arise and require the attention of a House representative: hospital emergencies, fire, household accidents, domestic problems, problem guests, mechanical failures, etc. As the safety, security and comfort of House guests are the foremost concerns, only persons who have been adequately trained to deal with guest families and potential emergency situations will be entrusted with oversight of the Ronald McDonald House.

The only exception to the 24 hours a day/365 days a year policy is a disruption in the living and/or operating environment that is unhealthy or that causes an unsuitable living or working environment for guests and/or staff and volunteers such as construction, remodeling, deep cleaning, or heavy maintenance. In all cases, the disruption of services will be clearly communicated to the staff, volunteers, guest families and referring medical facilities; and then, alternate accommodations (at least temporary) may be sought for guest families.

HOURS OF OPERATION/HOLIDAYS

- The Ronald McDonald House is staffed with volunteers or paid staff 24 hours a day. A manager/staff member is on-call at all times. The RMHC staff work variable hours during the work week (Monday-Friday) depending on their individual work schedules or the demands of the position. The office is physically open from 9:00 a.m. until 9:00 p.m. daily.
- Ronald McDonald House observes **the following holidays**: New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve and Christmas Day; however, the House must remain open every day. Volunteers are not required to work on holidays and the staff works on a rotating basis so the organization is in compliance with the License and Standards Agreement.

AFTER HOURS PROCEDURES

- Ronald McDonald House **does not accept referrals, family check-ins**, visitors or deliveries when the office is not open unless prior arrangements are made due to extenuating circumstances.
- Security of guest families, staff and volunteers are a priority for the organization. Access to the Ronald McDonald House is controlled by locked exterior doors and 24-hour access is given only

to guest families. Guest families are instructed to enter and depart only by way of the front door when the office is closed. A security alarm protects the lower basement level of the facility after the office is closed.

- The premises are under surveillance by video cameras and movement is digitally recorded and kept for a **maximum period of 7 days** in case review is needed. Not all areas of the facility are visible by camera.
- All guest families are required to wear an identification badge and keep their keys with them at all times.
- Visitors to the facility must sign in at the front desk, receive a visitor's badge and be escorted by the person or staff member they are visiting. Visitors are not sent to guest rooms unannounced. Visitors are instructed to leave the facility when the office closes at 9:00 p.m.
- Families may allow extended family or friends to reside overnight with them as long as they do not exceed the Fire Marshal's occupancy for each room. These additional residents should be officially registered and included on the family registration card.
- With the exception of emergencies**, telephone calls are not answered from 9:00 p.m. until 9:00** a.m. Voicemail on the main office phone gives House residents instructions on how to contact managers for after-hours needs.

Effective Date of Policy: 10/23/2012
Date Last Reviewed: November 2024
Date Last Amended: November 2024
Next Review (If required): 11/30/2026

B.2.10 On-Site Religious Activities

RMHC of Greater Chattanooga recognizes that religious and spiritual beliefs may contribute to the well-being of many families, particularly in the difficult circumstances that bring families to the House. RMHC affirms and supports each family's right to personal spiritual expressions. RMHC and the Ronald McDonald House program are secular, and as such, we do not promote one religious or spiritual belief system over another, nor do we promote religion over non-religion. RMHC strives to create a welcoming and supportive communal environment for all in the Ronald McDonald House, Family Room, and House to Home programs. We celebrate the diversity of our guests, staff and volunteers. RMHC Staff should not use any religious or spiritual language when engaging with residents and volunteers.

RMHC of Greater Chattanooga does not engage in, conduct or provide religious activities as part of their program services, and does not allow outside groups to conduct religious activities or proselytize religious beliefs at the Ronald McDonald House, Family Room, or programs such as Mindful Room and House 2 Home. However, if an individual family met with their religious advisor in a quiet location in the House, the religious advisor would be considered a family visitor and would be appropriate.

Effective Date of Policy: 10/23/2012
Date Last Reviewed: November 2024
Date Last Amended: November 2024
Next Review (If required): 11/30/2026

B.2.12 RMHC Signage and Branding

RMHC of Greater Chattanooga recognizes that McDonald's Corporation is the sole owner of the service marks and trademarks used by Ronald McDonald House Charities and each individual organization in the RMHC system. RMHC of Greater Chattanooga complies with RMHC and McDonald's signage, logo and service/trademark usage as detailed in the Chapter's license and standards agreement with McDonald's Corporation and agrees not to combine any other mark or graphic element with any of the RMHC marks or to add any additional elements around, behind, above, below or inside the RMHC marks. RMHC staff, volunteers or community partners are prohibited from making such alterations to RMHC logos or trademarks for any purpose.

Effective Date of Policy: 10/23/2012
Date Last Reviewed: November 2024
Date Last Amended: 10/23/2012
Next Review (If required): 11/30/2026

B.2.13 Chapter Use of Social Media

RMHC staff, volunteers, and board members must uphold and maintain the high standards of RMHC and must respect and safeguard guest privacy and the RMHC name and reputation with regard to the use of social media. Staff and volunteers should assume that the internet is not an anonymous tool and that everything they write on social media, blogs, online discussion boards or other online forums, whether from work or home computers, can be traced back to them, and have the potential to impinge on the privacy of House guests and to reflect on the Charity as a whole.

See Also:

- B.1.5 Code of Conduct
- B.2.3 Protection of Privacy and Confidentiality of Information
- B.2.34 Respecting the Privacy of Guests / Social Media

Effective Date of Policy: 10/23/2012
Date Last Reviewed: November 2024
Date Last Amended: November 2024
Next Review (If required): 11/30/2026

B.2.2 Liability

RMHC of Greater Chattanooga, their agents and representatives will operate and conduct themselves ethically, professionally, responsibly, and safely as well as minimize potential risk to individuals, property, the local Chapter and the RMHC system and reputation. The Staff and Board of Directors will be knowledgeable and compliant with all applicable laws and regulations related to the management of the organization and the operation of each of its programs and will conduct its business with integrity, manage its funds responsibly and protect itself from liability. RMHC of Greater Chattanooga will maintain appropriate insurance coverage as described in the Chapter's license and standards agreement with McDonald's Corporation.

All Chapter-sponsored or sanctioned activities must comply with the Fund Advancement Policies and Procedures for approval. Any activity that does not directly benefit RMHC of Greater Chattanooga or its mission or that could adversely affect the reputation of the Chapter will not be sponsored or sanctioned. The following activities cannot be sanctioned on RMHC property:

- Third Party Political Events
- Air Shows
- Fireworks
- Events involving the display or sale of weaponry.
- Haunted Attractions
- Sporting Events or Parades

All Chapter representatives, staff or volunteers must maintain professional boundaries with guest families, and conduct themselves in a manner representative of the mission of the organization when engaging in Chapter-sponsored social activities, whether on-site or off property.

Effective Date of Policy: 10/23/2012
Date Last Reviewed: October 2024
Date Last Amended: October 2024
Next Review (If required): 10/30/2026

B.2.3 Protection of Privacy and Confidentiality of Information

Ronald McDonald House Charities respects the privacy and confidentiality of each of its clients, strives to comply with all applicable local, state, and federal laws that address privacy, and protects confidential information that is vital to the interests and success of RMHC and the Ronald McDonald House program. Staff and volunteers who may have access to privileged information are required to consider all information regarding clients confidential and not disclose this information to anyone who does not need the information to perform their duties.

In no event shall information about any guest family be disclosed to any other person or entity unless the guest family has provided specific, written consent for such disclosure or in the event the organization is responding to a lawful subpoena or are otherwise required to disclose this information by prevailing law. This information includes personal details such as address and telephone number; room number at the House; the medical, psychological, social, or economic circumstances of guest families; and other privileged, confidential information.

If withholding information might reasonably jeopardize or threaten the health and/or safety of House guests, staff or volunteers, House staff must notify other guests of the circumstances but should not disclose the identity of any specific guest. Information should be shared with staff and volunteers only when necessary in the performance of that person's duties and responsibilities.

In addition to protecting the privacy of guest information, members of the Board of Directors, staff, volunteers and other representatives of the Chapter must not release confidential or proprietary information about the organization itself outside the scope of their job responsibilities, except as required by law. Such confidential information includes, but is not limited to:

- Guest waiting lists;
- Chapter operations;
- Volunteer information;
- Compensation data;
- Financial and costs information;
- Pending projects and proposals;
- Internal processes;
- Future and/or strategic plans;
- Personnel information; and
- Donor and fundraising information.

See also

- B.2.2 Liability, B.2.13 Chapter Use of Social Media, B.2.34 Respecting the Privacy of Guests / Social Media

Effective Date of Policy: 10/23/2012
Date Last Reviewed: November 2024
Date Last Amended: November 2024
Next Review (If required): 11/30/2026

B.2.34 Respecting the Privacy of Other Guests and the Use of Social Media

It is the policy of RMHC of Greater Chattanooga to protect the confidentiality and privacy of its clients at all times and to never allow names or photographic images of any child or their family members to be used for any purpose other than for the purposes approved by the family and for which appropriate consent forms have been completed. Staff and volunteers are also prohibited from posting about the personal circumstances of any guest without consent, even without specific identifying information. Staff and volunteers who may have access to privileged information are required to consider all information regarding clients to be confidential and not disclose this information to anyone who does not need the information to perform their duties. House guests must not disclose confidential information or use the names, photos, or other identifying characteristics of other guest families without the family's consent.

See Also:

- B.2.3 Protection of Privacy and Confidentiality of Information
- B.2.13 Chapter Use of Social Media

Effective Date of Policy: 10/23/2012
Date Last Reviewed: November 2024
Date Last Amended: November 2024
Next Review (If required): 11/30/2026

B.2.4 Emotional Support of Guest Families

RMHC is supportive of guest families but understands that our role is not to provide clinical services such as medical care and psychological, legal, religious or spiritual counseling or advice. Staff and volunteers are expected to establish professional boundaries and to encourage families to take advantage of all the services offered to them by their medical facility, such as counseling or pastoral care. Medical and/or clinical treatment are not permitted in a Ronald McDonald House other than that which can be administered by a parent or other caregiver in the privacy of the guest's room. Case workers who come to the House may choose to meet privately with a guest family outside of the guest room in the community room or mindful room. Group wellness events or services by a competent professional subject matter expert may be offered as part of an officially approved program offering or presentation.

Guests staying at Ronald McDonald House often turn to staff members and volunteers for emotional support. It is appropriate for staff and volunteers to be supportive and offer a listening ear to guests, but not to perform the duties of professional counselors.

Staff and volunteers are prohibited from offering any medical advice or engaging in any discussion that could be interpreted as an opinion about medical treatment. Staff and volunteers should not enter into any kind of relationship with guest families, their children, relatives or visitors that are not directly and immediately necessary in the course of conducting their duties. This includes any kind of relationship that could be perceived as being of a personal, sexual, exploitive, financial or legal nature.

Effective Date of Policy: 10/23/2012
Date Last Reviewed: February 2025
Date Last Amended: February 2025
Next Review (If required): 2/28/2027

B.2.58 Medical and Healthcare Procedures Within the RMH

The Ronald McDonald House provides the care and resources families of critically ill or injured children need while their child is receiving medical treatment in the Chattanooga area. Therefore, if a medical procedure would normally be performed in the patient's house, it may be performed in the Ronald McDonald House. However, the Ronald McDonald House is not a medical facility of any kind or purpose and will not modify rooms to permit specialized equipment that requires uninterrupted electrical power. No medical care or evaluation can be provided by any Chapter staff member or volunteer. All necessary diagnosis, evaluation, and/or therapy must be provided by a licensed medical professional.

The management must be informed of any medical care to be provided by family or home health professionals. Ronald McDonald House reserves the right to refuse admission or ask a guest to vacate the premises if the patient cannot be safely accommodated or presents a health risk to others.

Staff and volunteers shall not perform or participate in any medical procedure, nor shall they dispense, store, or administer any medications including over-the-counter remedies.

Staff and volunteers shall not accept delivery of equipment, devices, specimens or fluids, or medications, not assist in the setup, implementation or operation of any medical devise or assist in the transportation of any medical or related procedure.

The staff and board are not responsible for guests' use of medical equipment. If there is a requirement for ongoing assistance with the use of medical equipment, guests may be required to vacate the House for their own safety.

Should a family have a child who is receiving outpatient medical services while the child resides at the Ronald McDonald House, the following procedures shall be followed:

- Senior RMHC leadership or their designee shall confer with the medical caregiver responsible for the referral to determine the required course of action needed for home healthcare therapy.
- If medical procedures are to be performed at the House, they must be conducted in the privacy of the family's bedroom.

Effective Date of Policy: 10/23/2012
Date Last Reviewed: February 2025
Date Last Amended: 10/23/2012
Next Review (If required): 2/28/2027

B.2.65 Environmental Policy and Practice

The RMHC values are reflected in our commitment to being careful stewards of the environment. RMHC of Greater Chattanooga will:

- Work diligently to minimize the waste stream and conserve natural resources.
- Recycle all recyclable materials.
- Make environmental considerations an important part of decision-making.
- Consider the opinions and feedback of House guests when examining environmental programs and procedures.
- Encourage staff, volunteers, board members, guest families, vendors and contractors to make environmentally sound decisions.
- Review the environmental policy regularly to ensure continuing suitability and effectiveness in light of the rapid change of energy and environmental technology.