

During Your Stay at RMHC

Amenities, Policies,
Community Support



Rules and Regulations

- RMHC has the right to limit the number of registered guests per room. Registered guests are limited to immediate family members or primary caregivers.
- The front office must be notified on any guest or visitors' entry/exit using our pin pad system.
- All registered guests and visitors must wear the appropriate wrist bands (assigned upon arrival).
- Guests are required to cooperate FULLY with the staff in providing information and assistance required to obtain third-party reimbursement, (i.e. Medicaid).
- Appropriate dress must be maintained at all times. Guests must be fully clothes with shoes or slippers.
- Children must be accompanied at all times and never left in the house without supervision.
- Guests are required to clean up in all common areas after use.
- Quiet hours are from 10:00 PM – 7:30 AM. Loud or disruptive behavior is NOT allowed at any time.
- Guests are responsible for keeping their room clean. Dumpster is located on the north side of the building for your trash.
- No animals, except service animals, are allowed on the RMHC property.
- Vaping, smoking and other tobacco products are NOT permitted for use inside the RMHC building. Designated smoking areas are located outside the RMHC property.
- RMHC conducts random room checks at least once a week. Management does reserve the right to conduct more than one room check a week at the discretion of the leadership team.
- We will provide transportation to Covenant Children's Hospital. Please arrange with the front office.
- Check-out procedures must be completed before checking out of the RMHC property.
- In the event that the room will be unoccupied for more than two nights, guest must check out and ask to be put back on the waiting list for the date of their return.
- A room cannot, at any point, be held for a returning family. RMHC will do our best to accommodate the needs of guests returning for appointments, but must prioritize emergent situations. It is the responsibility of the guest to confirm that we have a room available to them before arriving at the house even if they have communicated an appointment date ahead of time.

Health and Safety Guidelines

- All guest and visitors ages 10 and older must wear face masks at all times when outside your room.
- Social Distancing is asked while in all common areas.
- Guests who have been diagnosed and exposed to a contagious illness must notify the office immediately and may be required to vacate the house.
- RMHC will NOT be responsible or liable for any loss or damages to personal property or for any personal injuries, illnesses, or deaths; even in the event of negligence.
- RMHC conducts a background check on all guests over the age of 18. Results of the background check may disqualify an individual from staying in the house.
- Child abuse, domestic violence, or obscene language and gestures will NOT be tolerated.
- No weapons, alcohol, or illegal drugs will be allowed on the RMHC property. If found, you will be immediately dismissed from the program. (Section 30.06 Penal Code. Subchapter H. Chapter 411. Government Code: Concealed Handgun Law).

Guest Copy



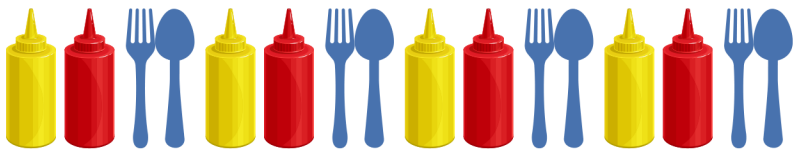


RMHC Amenities & Helpful Information



Transportation

- Covenant Children's Hospital: RMHC Staff drops off families at 9:30 am and picks up families for return to house at 4:30 pm.
- UMC: UMC Shuttle Service is available 24/7. Request the shuttle through the app or a staff member.
- Transportation to stores may be scheduled with RMHC staff at least 48 hours in advance.
- Walmart/United Delivery and Door Dash Deliveries
 - Deliver to: 3413 10th Street, Lubbock, TX 79415
 - Please be present at the house when delivery is scheduled.



Kitchen and Dining

- Personal Refrigerator is located inside your room.
- We provide 2% and Whole Milk for you upon arrival for your personal fridge. If you need more, feel free to ask!
- Guest Meals are prepared by volunteer groups each evening and served at 6:00 pm.
- Everything in the kitchen and pantry area is available for your use, whether leftovers, snacks or ingredients. Please clean up after yourself.
- The Starbucks mini fridge in the kitchen is filled with pastries and breakfast sandwiches. Please enjoy this wonderful donation from Starbucks.
- Occasionally, breakfast or lunch will be provided by a volunteer group. We will announce overhead once the meal is prepared.
- Soda Vending Machine is 50¢



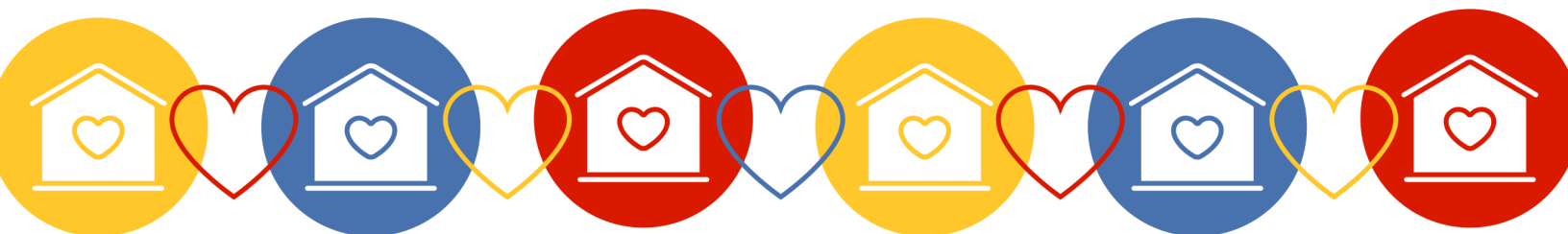
Entertainment

- Kids Toy Room** located next to the dining room, Toddler & up
 - Game Room** located in the basement
 - Wii || Xbox 360 || Playstation 3 || Playstation 4
 - Pool Table || Air Hockey || Checkers || Board Games
 - Playground** Entry Gate to the left of front door
 - 8:00a—10:00p
 - Check out key with front office
 - Basketball Goal** located behind playground, west of house
 - Check out basketballs with front office
- *DVDs and Video Games are available for rent in the front office.



Miscellaneous

- Reflection Garden—peaceful garden to sit in on east side of building with animals that help children process their emotions and thoughts
- Living Room TV access & Electronic Gaming Table
- Outside seating areas
- Outside Grill
- Designated smoking area
- Daytime Printing Available through front office staff
- Ronald McDonald House Merchandise available for purchase in the front office
- In-House Communication:
 - || Message Board in Lobby || Weekly Newsletter ||
 - || Overhead Speaker || Notes outside of rooms
- 2nd Floor Fire Escape Stairs are located on the East side of the building



Discounts

1000 Degrees Pizza Salad & Wings

3711 19th St, Lubbock, TX 79410

15% off

Bigham's Smokehouse BBQ

4302 19th St, Lubbock, TX 79407

10% off

Blue Sky Texas

3216 4th St, Lubbock, TX 79415

15% off

Raising Canes Chicken

907 University Ave, Lubbock, TX 79401

10%

Nothing Bundt Cakes

5217 98th St Suite 300, Lubbock, Tx 79424

10%

Rosa's Cafe

4407 4th St, Lubbock, TX 79416

10%

Next Level Cuts

3414 34th St. Indiana Gardens Shopping Center, 79410

Wednesday's from 10:00a.m.-6:00p.m

\$10 off Men & Women cuts

Present RMHC wrist band to cashier for discount

RMHC Support Team



Lauren Orta
Director, Operations



Anna Bocanegra
Programs Manager



Amanda VanBrug
Operations Assistant



Maryhelen Matsler
Family Services



Bill Wilson
Maintenance



Hannah Limones
Volunteer
Coordinator



Lettie Puente
Housekeeping

RMHC Night Staff



Lyle Yates



Linda Ariaz



Leslie Guzman



Maria Galvan



Debbie Ureste



Marcy Botello



Lisa Rodriguez



Lucy Gutierrez



LeHenese Turner