



# Program Information

## ELIGIBILITY

- Families eligible to use the services of the Ronald McDonald House must successfully pass a background check.
- The patient child must be under the age of 21. Therefore, some patients on the adult unit of the hospital may be eligible.
- Families of high risk pregnancies are eligible even though the baby is not yet born.
- Adult patients who are suffering from or receiving treatment for a childhood illness.
- The patient can be receiving services at any area medical facility.
- The patient may stay at the House if receiving outpatient services.
- The family can stay as long as the patient is in the hospital or receiving outpatient services.
- Families may come the night before early morning surgeries/procedures if rooms are available.

## AMENITIES

- Home-like environment
- Private bedrooms & bathrooms
- Fully equipped kitchen
- Laundry facilities
- Food, snacks, home cooked meals
- Computers, WI-FI and fax access
- Children's play area
- Outdoor play area
- Transportation to and from local hospitals
- Caring volunteers and staff
- Families can stay as long as their child is receiving treatment, inpatient or outpatient
- Families can check in anytime of the day or night
- We are open and staffed 24 hours a day, 7 days a week, 365 days a year
- All of our services are offered to our guests at no cost, but donations are appreciated

## HOUSE GUEST PROGRAM

- Families must reside outside of the city of Toledo in order to stay overnight at the house.
- The patient child can stay at the House with their parents if receiving out-patient services/treatments such as physical therapy, chemotherapy, etc.
- Families have 24 hour access to the House.

## DAY GUEST PROGRAM

- Families who reside inside Toledo city limits may use the House as a Day Guest.
- Day Guests may use the kitchen, laundry and shower facilities along with getting their meals.
- Any family who meets the eligibility requirements may use the House as a Day Guest.
- Day Guest hours are from 8 am – 8 pm.



## CONTACT INFORMATION

For more information regarding the Ronald McDonald House, its programs and services please contact:

- Lisa Zoltowski, Family Services Coordinator: 419-471-4663 ext. 6113 [lisaz@rmhctoledo.org](mailto:lisaz@rmhctoledo.org) (M-F, 8-4)
- Family Services Office: 419-471-4663 ext. 6104 (24 hours/day)
- Website: [www.rmhctoledo.org](http://www.rmhctoledo.org)
- Fax: 419-479-6961

Ronald McDonald House Charities of Northwest Ohio is committed to enriching the lives of children by providing comfort, care, and support to families in Northwest Ohio, Southeast Michigan, and beyond.