



RMHC[®]
Manitoba

House FAQs

How do I receive a referral to stay at the House?

Families are referred by a hospital social worker, medical staff or local medical professional/clinic through the completion of our Request for Accommodation Form (form is available at www.rmhcmanitoba.org).

What is the minimum distance from the House a family must live in order to stay here?

Families who live 50 km or more from Children's Hospital entrance at 840 Sherbrook St.

What diagnosis must a child receive in order to qualify to stay here?

All families with a child receiving medical treatment or care at a nearby hospital/clinic are eligible to stay at the House.

How long can I stay at the House?

Families can stay for as long as their child is receiving care at a nearby hospital or clinic.

Can seriously ill adults stay at the House?

RMHC Manitoba accommodates seriously ill or injured children, 17 years of age or younger and their families.

How does the wait list work?

Families are placed on our wait list for the day they require a room. We are happy to accept post-dated referrals. Rooms are assigned, as available and prioritized according to the date the referral is received.

How much does it cost to stay at the House?

While the estimated cost to RMHC Manitoba to accommodate one family is over \$200 per night, through the support of our generous donors, the suggested room donation for families is only \$10 a night. A family is defined as up to two adults and their children.

I am on the wait list and the House is fully occupied, where else can I stay?

RMHC Manitoba has a partnership with Canad Inns Health Sciences Centre, located next to Children's Hospital. If we are unable to accommodate your family at the House, we can send a referral to the hotel for you to receive our discounted rate of \$80 plus taxes per night. Parking fee is \$11 per night. Once a room opens up at the House, families will be notified to transfer over. If you decline accommodation at RMHCMB once a room is available, the hotel will charge the regular room rate. Families staying at the hotel are welcome to use all the services at Ronald

McDonald House and Ronald McDonald Family Room Programs.

How many people can stay in a room?

Our bedrooms can accommodate from two to five people.

Can my family and friends visit me at the House?

Absolutely! We encourage family and friends to visit. It's important to have a break away from the hospital environment to receive support from your friends and family. Visiting hours are 9 a.m. to 9 p.m. daily.

Does the suggested room donation of \$10/day include food?

RMHCMB has a pantry and common fridge stocked with milk, bread and other foods for families to use. We provide a daily continental breakfast, lunch on Tuesday, Wednesday and Thursday, and dinner every Wednesday and Friday. Also, we have supporters from the local community who regularly come in to cook dinner for our families. Families are also given storage space for dry goods and perishables.

If I get a room at Ronald McDonald House do I have to clean it myself?

Yes. Our House is a 'home away from home' so families are expected to keep their room tidy and clean throughout their stay. Families are also expected to clean up after themselves when using the common areas.

What do I need to bring?

Bring your clothing, food and toiletries. We provide towels, linens, cleaning products, laundry detergent and kitchen items.

Do you have laundry facilities and a kitchen?

Yes, we have both. There is a large kitchen for families to use. All families have a cupboard to store their dry food and a space in the fridge and freezer for their perishable items. We have a large laundry room open all hours and laundry soap is provided.

Where can I store breast milk and my child's medication?

Medications are stored in a small, locked fridge in our common area and parents are given a key. We have a freezer for storage of breast milk only and two mini-fridges that can be signed out for use in the guest bedroom.

Is there parking available at the House?

Yes. We have free assigned parking in our back lot and assigned city parking passes for Kate Street from Bannatyne Avenue to Notre Dame in the 4-hour parking zones only.

Is the House wheelchair accessible?

Yes. There is a ramp located at the front of the House and the back entrance is accessible.

How far is the House from Children's Hospital?

The House is located two blocks from Children's Hospital, or about a six-minute walk. HSC Security provides 24-hour transportation to and from Children's Hospital and Women's Hospital.

How do I travel to St. Boniface Hospital to visit my child?

Families will need to use their own vehicle, bus or a local taxi service to travel to and from St. Boniface Hospital. The hospital does provide a discounted rate for weekly or long-term parking.

Are you affiliated with Children's Hospital?

We are not formally affiliated with Children's Hospital, but most of the families in the House have children being treated at Children's Hospital and St. Boniface Hospital.

What if my surgery or appointment gets cancelled?

Please contact your social worker or medical professional to send another referral with the new date, or ask them to contact us directly.