



Information about Staying at Ronald McDonald House

We know that having a sick child and being in an unfamiliar city can be very stressful. Our goal at Ronald McDonald House is to be able to ease some of your fears by providing you with a safe, comfortable place to stay that's close to the hospital.

Our staff and volunteers strive to make your stay a little less stressful by providing as many of the comforts of home as possible. Each family is provided a clean room with fresh linens and wonderful groups from the community come in almost every evening to prepare a warm, home cooked meal for our families. There are four fully stocked kitchens in the House, and each floor has a communal living room, laundry room, and restrooms.

Where is the House located?

- Our Ronald McDonald House is located at 550 S. 1st Street, Louisville, KY 40202, just a block and a half from Kosair Children's Hospital.
- From I-64 East and West – follow signs to merge onto I-65 South then follow the directions below
- From I-65 South – take exit 136C and follow signs for Jefferson Street. Turn left onto 1st Street
- From I-65 North – take exit 136B, go straight through the light at the bottom of the ramp, make a left onto Muhammad Ali, and then a left onto 1st Street
- As you drive up 1st Street, which is a one-way street, the House will be on the right side of the street and our parking lot will be on the left side. Stay in the far left lane to access our parking lot – once you cross over Muhammad Ali we are about half way up the block. Go slow, as there is just a small sign for the parking lot.

Who Can Stay at the House?

- Families who have a child 21 years or younger currently receiving medical treatment at a Louisville-area hospital.
- Families must live outside of Jefferson County, KY and Clark or Floyd County, IN to be eligible to stay.
- Parents under the age of 18, unless married, will need to have an approved adult parent or guardian staying with them.

How Do I Request a Room?

- You will need a referral from a doctor, nurse, or social worker to confirm the need for a room. The referral may call to put you on the waiting list no more than four days in advance of the night you need to check-in.
- The referral will need to give us the following information: Patients name and age; Medical facility the child will be treated at; Parents names and phone number; Home town; Number of adults and children that will be staying at the House.
- Our House doesn't work like a hotel where you can make an actual reservation. Once you check in as long as you use the room on a nightly basis you may keep the room until the child is discharged. Therefore, we don't know who will be checking out on a given day. **You will need to call the day you want to check-in to check on the availability of a room.**
- We are usually able to accommodate most families on our waiting list; however, there are times that we are full. If we don't have a room available we will ask you to call back in a few hours to check again. If we do not have a room we will try to assist you in getting a discounted rate at a local hotel.

What Should I Know Before I Come to Stay at the House?

- Families are asked to contribute \$15 per night. Please speak to the manager at check-in if this is a problem.
- Our House is a communal living environment so families share kitchens, living rooms, and bathrooms (there are more than 20 private bathrooms in the House.) You are expected to keep your guest room tidy and to clean up after yourself in all common areas.
- You may have no more than 4 people per room including babies.
- Your room will be ready with fresh bed linens and towels when you arrive. During your stay you will need to wash these on your own.
- At check-out we will ask that you clean the room to help get it ready for the next family.
- We have Internet access available in the 1st floor living room and wireless Internet access is available throughout the House.

How Will the Check-In Process Work?

- Once you have been confirmed a room you will need to check-in before 9pm. Please note that we are on Eastern Time.
- The doors to the House are locked at all times. When you come up to the House go to the blue double doors on the left, ring the doorbell on the left hand side and a Manager will let you in. Once you are checked in you will be free to come and go at any time.
- Please have a picture ID with you. It will take about 20 minutes to complete the check-in process.
- The Manager will go over all guest guidelines and policies and give you a tour of the House. It is very important that the people that will be staying in the room are here for check-in.

What are Some of the Guest Guidelines and Policies?

* Please note this is a slightly abbreviated version. Our complete guest guidelines and policies will be given to you at check-in and the Manager will go over them with you.

- No guest is allowed to stay that has had a recent exposure to an illness considered contagious.
- Families are expected to use the room on a nightly basis. Families needing to travel home and stay overnight will be expected to checkout.
- Alcoholic beverages, illegal drugs and weapons are not allowed on House property.
- Food and drinks should be kept in the kitchens, dining rooms, or on the patio.
- Smoking or the use of tobacco products are prohibited within the House. We do have an area on the back patio where you can smoke.
- Children under 16 must be supervised at ALL times by their parent or guardian.
- Families are asked to complete a daily chore when possible during their stay to help the House run efficiently.
- Visitors are welcome from 9am to 10pm daily. You will need to sign in your visitors at the front desk.

If you have additional questions about staying at the House, please call us at 502.581.1416