

# Ronald McDonald House of Charlotte: Cleaning Team Program Guidelines

In times of medical crisis, it is traditional for friends and neighbors to offer shelter and support for loved ones. At the Ronald McDonald House, our guests are families experiencing the incredible stress of having a seriously ill or injured child – but without the comfort of their own homes and neighborhoods. We invite you to share the gift of comfort to the families in our House by making our House a true “home away from home.”

## PLANNING YOUR WORK DAY

- Plan to work hard while you’re at the House! Projects will include use of cleaning supplies, mops, brooms, vacuums, light yard work or window cleaning. Dress appropriately--closed toe shoes are recommended.
- 10-15 cleaners is an ideal size for a cleaning team, but the project can definitely be done by fewer or slightly more...we ask that no group bring more than 20 people into the House at any given time.
- Cleaning teams are typically scheduled for 1.5-2.5 hours between the hours of 10am-3pm to be least disruptive to our guest families.
- Please understand that families are in and out of the House all day long. You may not see many of our guests while you are here but know that they’ll be grateful for a clean house to come “home” to at the end of the day!
- Children are welcome to assist in cleaning teams but must be at least 12 years old and MUST be supervised by an adult at all times. We ask that you have at least 1 adult per 3 children under the age of 16.

## ARRIVAL AND PARKING

- All members of your group must be healthy!
- Please park in the volunteer lot along the east side of the House. Once parked, follow the path behind the building to wind around to the main visitor entrance on the other side.
- Check in at the front desk when your group arrives. You’ll be given a brief orientation and explanation of activities.

## WORKING IN THE HOUSE

- Remember that our guests are in a very stressful time – please keep voices at “inside” levels!
- Feel free to say hello – you are welcome to stop and chat with families who are in the House, but please understand if they prefer not to talk very long!
- Volunteers should never enter a guest’s room for any reason. Please see House Operations team if a family requests that you help them in their room.
- Before taking photographs, please obtain permission from the guests or staff.
- Please be sure to bring any tools and cleaning products with you to the lobby when your project is done. Help us keep the House neat by discarding any used paper towels, returning cleaning supplies to their caddies and picking up any trash.

**QUESTIONS? Please call the Volunteer Services Manager at 704-335-1191.**

Thank you for helping to make our House a “home-away-from-home” for guest families!