



— Ronald McDonald House Charities® Eastern Wisconsin —
Confidentiality and Code of Conduct for Outside Volunteer Groups

www.RMHCHOME.org 414.475.5333

As a volunteer at the Ronald McDonald House (RMHC), high standards of confidentiality, service, and care are required. For this reason the following rules governing conduct of volunteers has been established:

- ❖ Any information about families staying at the RMHC is strictly confidential and should be handled as such.
- ❖ Any information about donors or donations received at the RMHC is strictly confidential and should be handled as such.
- ❖ Questions regarding a child's diagnosis or medical treatment should not be asked.
- ❖ No sales or solicitations of guest families is allowed by the visiting/hosting group while on the premise unless authorized by RMHC.
- ❖ No proselytizing or promoting of religious or political beliefs is permitted.
- ❖ The use of photos, stories, videos or any other information related to families or the House without signed approval is prohibited.
- ❖ Courtesy should always be extended to families, staff and other volunteers.
- ❖ Always introduce yourself to guest family members.
- ❖ Do not give out your personal contact information to the guest families.
- ❖ You must be healthy and infection free in order to enter the RMHC.
- ❖ RMHC is a smoke-free facility. Smoking is not allowed inside or outside of our House, except for the designated smoking area on the east side of the building.