



To: RMHC-Madison Board Operations Sub-Committee on COVID-19

From: **Emergency Preparedness Team**
Lead: Kelly Ruppel, Executive Director, 608-232-4677
Communication: Shauna Thayer, Marketing & Communication Director, 608-230-5995
House Volunteers: Michael Rosenblum, House Director, 608-232-4671
House Families: Dan Herzig, Guest Services Manager, 608-286-1318
Family Room Families & Volunteers: Teresa Van Den Wildenberg, 608-229-8323
Development: Deborah Still, Director of Development, RMHC-Madison, 608-576-3120

COVID-19 Update: February 21, 2022

The purpose of this memo to the Operations Sub-Committee is to reinforce the current COVID-19 procedures and safety practices of the Ronald McDonald House Charities in Madison, WI, while updating the current operating procedures considering the current status of COVID-19 in our community. Items that are highlighted in yellow below have updated language to highlight the areas of change recommended moving forward. This is our best plan at this time, should COVID-19 future variants cause trends to turn negative, this plan will be re-evaluated and re-communicated with new guidelines.

COVID-19 Update: Organization Guidelines, Effective Spring 2022 (as defined below)

- Effective May 9, 2022 the **Ronald McDonald House Charities – Madison** will be requiring all staff and volunteers to be vaccinated for COVID-19 following UW Health and SSM Health partner policies and RMHC Global recommendations. The new definition for COVID-19 vaccination includes maintaining the CDC recommended schedule for vaccination boosters. Without a booster, an employee or volunteer would be considered unvaccinated. Key deadlines to know:
 - Sept 20, 2021: Updated vaccination policy goes into effect
 - Oct 20, 2021: Deadline for receiving your first dose of COVID-19 vaccine
 - Nov 20, 2021: Deadline for receiving your second dose of COVID-19 vaccine (or to receive a single-dose COVID-19 vaccine)
 - May 9, 2022: Deadline to receive all CDC recommended COVID-19 vaccination boosters.

Staff who have a medical condition that prevents them from being vaccinated can file for an exemption with written documentation and signature from their physician. Under federal and state law, exemptions for religious beliefs may also be requested. Social views, political philosophies or mere personal preference do not qualify for exemption. See more information in the full policy.

These guidelines are part of RMHC-Madison's ongoing efforts to protect our guest families, volunteers, and staff and the community in which we serve as we navigate the COVID-19 situation.

COVID-19 Update: Program Reinstatement Guidelines, Effective March 15, 2021 – Updated for Spring 2022

- The **Ronald McDonald House** in Madison is admitting new families at a reduced capacity through June 1st. On May 1st, the House will resume at 26 room capacity. On June 1st, the House will resume at full capacity of 31 rooms. The House Director continues to retain the right to take rooms offline as needed to ensure operational excellence.
- Limited volunteer activity has resumed for both in-house volunteers and meal volunteers with reduced hours and numbers. Volunteers ages 14 and up, who follow the vaccination guidelines, will be allowed to volunteer in the House as of March 24th, 2022.
- Effective March 8, 2021 the **Ronald McDonald Family Room** at SSM Health St. Mary's Hospital in Madison limited volunteer activity has resumed with reduced hours and numbers.
- Effective January 11, 2021 the **Ronald McDonald Care Mobile** program was reinstated.

VISITOR AND GUEST FAMILY GUIDELINES to the RMHC House are as follows, updated for Spring 2022:

All personnel are required to wear a 3-ply or greater mask (medical grade or KN95) while in the Ronald McDonald House (or in the Family Room). Medical-grade masks will be provided, if needed. Guests are permitted to be mask less while in their bedrooms and while eating in the dining areas. Guests and volunteers may wear their own mask but can be encouraged to wear one of our provided masks. There is no change to the mask policy.

- **GUEST FAMILIES/VISITORS**
 - **NOT allowed at RMHC-Madison:**
 - Families will NOT be able to utilize the House in a day-use capacity.
 - **ALLOWED at RMHC-Madison:**
 - Effective March 16th all inpatient and out-patient procedure families WILL be accepted into the Ronald McDonald House.
 - Room occupancy is limited to no more than three adult caregivers of the patient(s).
 - Effective April 1st siblings under 18 WILL be allowed to stay in the House.
 - Families are allowed to have visitors for their support network in the House with the following restrictions:
 - No more than 2 at a time per day
 - Limited to 4 hours at a time
 - Social distancing (min 3ft) still required
 - All screening questions and mandatory masks would continue to be in place as they are for anyone who enters the House
 - New families WILL be accepted into the Ronald McDonald Family Room at SSM Health – St. Mary's Hospital.
- **SERVICES/PROGRAMS (House program) as of March 16, 2022**
 - Temperature checks at the entrance to the House for staff, volunteers, guest families, and visitors will be removed as of March 16th. The hospital system removed them over a year ago due to the lack of accuracy, RMHC has seen similar accuracy challenges. Additionally, this temperature check process delays the check in process for families and volunteers and takes additional staff capacity.

- As of March 16th, House will use updated the screening questions to mirror UW Health's questions.
- Augie's Lunches with Love is now open to families in the House and at AFCH.
- **Limited:** Dinner program will sustain at a limited capacity of 8 volunteers Monday to Friday at each dinner event. However, social distancing requirements remain in place. Any volunteer group bigger than 8 for a Dinner program must be approved by the Executive Director based on a space use plan with other House kitchens.
- Common areas are no longer restricted for family single use, rather social distancing requirements will be posted with greater welcoming language.
- **Limited:** Hallway restrooms on the main floor will remain locked for staff and volunteer use only. However, the public restroom in the art room will no longer remain restricted from family use.
- **Limited:** The RMHC shuttle van began operating again in November 2021 with restricted use. Masks must be always worn in the vehicle and, as weather permits, windows should be rolled down. If families require a ride to and from the hospital, the grocery store, or other location within two miles of the House between 8:00 AM and 8:00 PM, the House will cover the cost of transportation via Union Cab.
- **VISITING GROUPS**
 - **Limited:** Volunteer groups (including dinner groups), group meetings, gatherings, and tours are operating in groups of eight or less, so long as all individuals are vaccinated, masked and the gathering is able to meet social distancing requirements.
- **STAFF**
 - **Limited:** Staffing remains with some staff working from home to allow for more space in the working areas. Three or four office staff and a housekeeping staff will be present during the day, and a Night & Weekend Supervisor or other staff will be present at night. Staff requirements for masking and vaccination are stated above.
- **VOLUNTEER SERVICES**
 - Limited:** Volunteer activity has resumed with reduced hours and numbers at the Ronald McDonald Family Room and Ronald McDonald House. Volunteer requirements for masking and vaccination are stated above.
- **VENDORS**
 - **Continuing:** Mail, deliveries, and donations are received in airlock or inside the lobby. Contractors will be screened before permitted within the House.

HOW ARE WE COMMUNICATING THIS CHANGE TO FAMILIES AND VOLUNTEERS?

On or about March 10, 2022, Executive Director will inform all staff and volunteers of the above plan and dates for implementation. Prior to April 1st, the front desk staff will let current families in the hotel and in the House know that the new guidelines are in effect. Families are also made aware of the rules of the House at check in and they are posted and distributed through the RMHC-Madison communications channels, including:

- Current families have been notified with a text, phone call, and letter.
- Website: www.rmchmadison.org
- RMHC-Madison social media sites
- Signage at House entrance
- Email to volunteers
- Email to board and staff

Please continue to visit our website for the latest information, www.rmchmadison.org/COVID19. Thank you for your ongoing support.