



Ronald McDonald House Charities of Madison, Inc. BOARD HOUSE OPERATIONS COMMITTEE (2022)

DRAFT 1.6.22

Chair: TBD

Board Members: Shawn Arneson, Shannon Wendricks, Chris Roth, and Heidi Kloster

Advisory Community Members: Kim Vander Ploeg

Ex officio: Michael Rosenblum, Kelly Ruppel, Shauna Thayer and Dan Herzig (optional)

Purpose:

To provide guidance, best practices and problem solving regarding the operations of the House and to ensure a safe and welcoming environment for all eligible families, including but not limited to such topics as:

- Hospital partnerships (# of, purpose of, quality of, etc.)
- Family eligibility requirements (distance, day use, etc.)
- Hospital referral process
- Communication outreach for awareness of House program services to hospitals, families, clinics, community, etc.
- Volunteer recruitment, retention, diversity and management
- Family Services and Support (type, quality, amount)
- Family Satisfaction
- Family Diversity goals

This Committee also serves to provide emergent and immediate guidance on health safety protocols related to COVID-19 and other infectious disease and safety concerns not related to the facility management.

Membership Structure: Two to eight members, including the chair. At least 1/3 of the full Committee will be directors. Preferably, there will be at least one community member on the Committee. Executive Director is an Ex Officio member of this Committee and does not count in the membership count. Members of the Committee are approved by the full board.

Meeting Schedule: Every other month, second Wednesday of the month, 8:00 to 9:00

Major Responsibilities:

1. **Ensure safe and welcoming environment for all eligibility families**
 - i. Understand the programs we provide and supports families need
 - ii. Review non-facility safety considerations including COVID-19 protocols
2. **Review the eligibility requirements of the House**, and ensure support of the overall goals and mission of the organization
3. **Identify and support strategies to meet the Board's diversity goals** for volunteers and families to strengthen our overall support environment for all eligible families
4. **Identify avenues for House Program communication and service awareness** across the hospitals, families, clinics, and communities we serve
5. **Review and analyze family and volunteer satisfaction survey data**

Goals and Objectives for 2022



Ronald McDonald
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Madison

1. Identify and assist in implementing information sharing and two-way communication within current hospital systems
2. Identify and assist in volunteer recruitment efforts
3. Monitor COVID protocols and response, provide advisory subject matter advice
4. Review family and volunteer feedback loops and provide recommendations for actions
5. Make recommendations for actions in support of diversifying our families and volunteers

Measures of Success

1. Review COVID protocols and provide recommendations for continuation of or amendment of protocols by Q1
2. Review eligibility requirements and referral processes by Q2
3. Review current communication and marketing efforts of the program and provide ideas and recommendations for communication offerings by Q3
4. Review current volunteer recruitment and management efforts and provide recommendations by Q3
5. Review family and volunteer feedback loops with available survey data by Q3