

Medical Professionals

Call (716) 883-1177 To Make A Referral

If you are a social worker, nurse, doctor, or other local medical professional and want to refer a family to the RMH, simply call the number above.

When contemplating a referral, please BE MINDFUL that RMH is a communal living environment. We want our families to come "home" after a long day looking forward to a quiet respite from their daily cares.

If you have questions about this policy, simply contact the House Manager prior to referring the family.

RMH Guest Services

Around-the-clock safety and comfort
Staff are on duty 365 days a year, 24 hours a day.

A Room Of Your Own
You'll stay in a clean, comfortable bedroom – linens and towels provided. Portable cribs are available for younger guests. Families share bathrooms.

Complimentary Van Transportation
Daily van transportation to and from the hospital is at frequently scheduled times. We want to help you be your best during this critical time with your child.

Free Off-street Parking
You can park and leave your car in our lot.

Fully-stocked Kitchen
You can prepare your meals yourself or enjoy a wonderful meal prepared by community volunteers through our "Cooks For Kids" program.



Laundry Facility
Our laundry facility and supplies are free of charge.

Free WiFi & Computers
Computers are available and we have WiFi.

Common Areas
Families share our living room, family room, dining room, exercise room, and playroom.

Fisher-Price Play Space
This colorful space is perfect for young children staying at the House. We ask that a parent or family member supervise your youngsters at all times.

Your Home away from Home

The Ronald McDonald House is a place for you and your family to stay while your child is receiving medical treatment at a Buffalo hospital or medical facility.

Since The RMH opened in 1983, we've been a welcome home for more than 18,000 families from around the world.

For additional information about the Ronald McDonald House, visit:

www.rmhcwny.org



Ronald McDonald
House Charities®
of Western New York

RMHC of WNY and its
administrative offices are located at:

780 West Ferry Street | Buffalo, New York 14222

phone: (716) 883-1177

fax: (716) 881-9312

www.rmhcwny.org



Ronald McDonald
House Charities®
of Western New York

A place to stay
close
to your ill or injured child





Help for the families of ill or injured children.

Parents and immediate family of children hospitalized in Buffalo are eligible to stay at the Ronald McDonald House. Families who travel 25 or more miles are given priority.

To stay at the Ronald McDonald House, you must first get a referral.

A hospital social worker, nurse, doctor, or health professional can make a referral between 9:00 a.m. and 8:00 p.m., seven days a week, by calling

(716) 883-1177

The hospital will give you a "Letter of Medical Necessity" that you must present upon check-in.

This is a note on hospital stationery stating that it is necessary for parents to stay at the House in order to be near their child. It must include the reason for hospitalization and the initial date of admission or treatment.

Ronald McDonald House FAQ

How do I receive a referral?

Family members must be referred to the House by a medical professional or social worker. Referrals can be made between 9:00 a.m. and 8 p.m., seven days a week, by calling us at (716) 883-1177.



How far away from Buffalo do I have to live in order to stay at the house?

Families who travel 25 miles or more for their child's treatment are eligible to stay at the RMH.

Who can stay at the RMH in Buffalo?

Parents and the immediate family members of pediatric patients who are undergoing medical treatment for illness or injuries at a Buffalo area hospital can stay at the House. We define a "pediatric patient" as someone 21 and younger.

If a parent is under the age of 18, can they stay at the House by themselves?

If you are under the age of 18, a legal guardian over the age of 21 needs to stay with you.

Is there any cost to stay at the House?

We ask our guest families to make an optional donation of \$15 a night per room, or whatever amount they are able to donate. No eligible family is ever asked to leave or is ever denied future stays because they could not or did not make a donation.



Can my family stay at the House with me?

Rooms range in size and can accommodate from 1-5 people. Parents/guardians, siblings, or essential caregivers who will be directly involved with the daily support of the pediatric patient are welcome to stay, room capacity permitting. Siblings of the pediatric patient who are under age 18 are eligible to stay, but they must be accompanied by and supervised at all times by the parent, guardian, or other responsible adult.



Does our stay include food?

The House provides donated food and has a fully equipped kitchen to prepare your meals. You can also enjoy meals and baked goods prepared by community volunteers through our "Cooks For Kids" program.

What do I need to bring?

Bring your clothing and toiletries. The House provides towels, linens, cleaning products, laundry detergent, food, and kitchen items.

Do you have laundry facilities and a kitchen?

Yes, we have both.

Is there parking available?

We offer free off-street parking at the House.

How do I get to the hospital?

We have frequent, daily Van transportation to and from the hospital.



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