



Ronald McDonald
House Charities®
Idaho

-At the Idaho Ronald McDonald House®-

“Excellence is the gradual result of always striving to do better.”

Pat Riley

Professional

- We welcome people immediately in a friendly manner, wear proper identification in the House and introduce ourselves by name, title or role.
- We respond to questions and/or concerns in a prompt and courteous manner.
- We protect confidentiality of information.
- We respect, support and encourage each other, and work cooperatively as members of a team.
- We are good stewards of the House. Our reputation is important and we represent ourselves in a positive manner when we are outside the House and in other settings.
- We are polite, clear and professional when we communicate by phone, writing, fax or email.
- We are grateful for the opportunity to serve.
- We honor and support the value, mission and vision of the House.

Respectful

- We protect our families' needs to rest, relax and sleep at all hours of the day.
- We respect the family's belongings and privacy and give them prior notice when it is necessary to enter a guest's room.
- We value and respect our families, staff, volunteers, referral sources and donors equitably.
- We warmly thank our donors and volunteers in a timely manner.

Compassionate

- We respect differences in values, cultures, beliefs and ages.
- We are open-minded, non-judgmental and understanding of our families.
- We support and encourage guests; recognizing when someone is in need of help and assisting appropriately.

Helpful

- We provide a comfortable, safe and reassuring environment 24 hours a day, 365 days a year.
- We keep the House clean, well-maintained and welcoming.
- We give our guest families a thorough tour and clearly explain House guidelines and expectations.
- We are proactive and anticipate families' needs

Please let us know how we are doing.

We always want to know how we can improve our services to you.