



**Ronald
McDonald
House®**

Central &
Northern Arizona

Information for Families

ronaldmcdonaldhousecnaz.org



Our Mission

Ronald McDonald House® Central and Northern Arizona provides essential services that remove barriers, strengthen families, and promote healing when children need healthcare.

Who We Are

Each Ronald McDonald House® in the Valley provides safe lodging at no cost for families from all 15 Arizona counties, from throughout the United States and around the world.

We're located near state-of-the-art children's hospitals so parents and caregivers can spend valuable time with their children and know a peaceful night's rest is just minutes away.

In addition to comfortable private rooms, Ronald McDonald House provides a gathering place for families and children going through similar experiences to meet and share. At each House, families have access to all the comforts of home, including home-cooked meals, laundry facilities, children's play area, and Wi-Fi, provided at no cost.

Our in-hospital Family Room at Banner Children's at Thunderbird provides parents and family members a place to rest and recharge while a child is receiving NICU or PICU care.

As a 501(c)(3) non-profit organization, Ronald McDonald House Central and Northern Arizona is supported entirely by individual, corporate and foundation donations.



Our Families

The children of families staying with us are undergoing treatment for a range of critical conditions, from cancer to heart and respiratory issues, to neurological disorders, premature birth and even accident trauma.

To stay with us families must:

- Have a child under the age of 22 being treated at an area hospital or medical facility
- Have a permanent residence at least 30 miles from the House
- Obtain a referral from a hospital social worker, case manager or physician's office
- Successfully complete a background check

Understanding Room Placement

We know waiting for a room while your child is receiving care isn't easy—here's what to expect:

- **Approval isn't a reservation.** Being approved means you meet our eligibility requirements not that a room is held for a specific date.
- **Stays can be unpredictable.** We never know exactly how long a family will need to stay, and we never ask a family to leave early to make room for another. That means availability shifts daily.
- **We're watching for openings.** As your arrival date nears, our team tracks check-outs and availability to place approved families as soon as possible.
- **A queue may form** during busy times, but it can move quickly as rooms become available.
- **Another House may open sooner.** If you're open to a different location, we may be able to place you faster.
- **We'll keep you posted.** Whenever possible, we'll reach out about a week before your arrival date—though sometimes we won't have final availability until just a few days out

We're with your family every step of the way.

What We Provide for Families

A Comfortable Place to Stay - Free of Charge

- Comfortable beds, linens, and towels
- Private bathroom with basic toiletries (shampoo, conditioner, and body wash)
- Wi-Fi access
- Laundry facilities with detergent provided
- Opportunities to connect with other families

Meals, Kitchens & Family Spaces

- Breakfast items, coffee, and snacks
- Dinner meals provided Sunday through Friday, with brunch provided on Saturday
- Shared kitchen access with refrigerators, freezers and basic cooking supplies
- Dining areas for families
- Comfortable family rooms and gathering spaces
- Play areas, toys, and books for children
- Outdoor spaces

Amenities and services may vary by location and availability.

What to Bring for Your Stay

To help make your stay more comfortable, we recommend bringing:

- Clothing and comfortable shoes for your family
- Personal toiletries and medications
- A laundry bag and any personal items to make your room feel like home
- Any medical supplies or equipment your child needs
- Comfort items for your child, such as a favorite blanket and stuffed animal
- Phone chargers and personal electronics
- Favorite snacks or specialty foods (if desired)
- Important documents, including photo ID and vehicle license plate number if parking at the House

Helpful Reminders

- Storage is limited. Bring only items you need.
- A limited number of Pack 'n Plays and breast pumps are available for families to use during their stay.
- Transportation to and from the hospital or medical appointments is not provided. Guests are responsible for arranging their own transportation.

If you need something during your stay, please ask our staff. We are here to support your family.

Day Use Program

Families whose child is receiving medical care but who do not qualify for an overnight stay because they live within 30 miles of Ronald McDonald House can still access a welcoming place of comfort and support through our Day Use Program. Referred families can rest, recharge, and take care of everyday needs while remaining close to their child—all at no cost. The program is available for families with children receiving care at Phoenix Children's or Banner Children's at Desert.

The Day Use Program provides access to comfortable family spaces, a kitchen and dining room, indoor and outdoor play areas, Wi-Fi, laundry facilities (Dobson House only), and a private Day Use Room with recliners, a shower, exercise equipment (Cambridge House only), and a quiet place to relax. These amenities help reduce stress, remove barriers, and allow families to focus on what matters most—their child's healing.

For eligibility requirements, referral information, program hours, and additional details, visit our website or speak with your hospital social worker.

Locations

Roanoke House and Administrative Office

501 East Roanoke Avenue, Phoenix, Arizona 85004

10 minutes from Phoenix Children's Hospital — Thomas Campus, Banner University Medical Center and Dignity Health St. Joseph's Hospital and Medical Center

25 guest rooms, 6 suites and 7 apartments

(602) 264-2654 | roanoke@ronaldmcdonaldhousecnaz.org

Cambridge House

1980 East Cambridge Avenue, Phoenix, Arizona 85006

On the campus of Phoenix Children's Hospital — Thomas Campus

12 guest rooms and 6 studio apartments

(602) 633-2030 | cambridge@ronaldmcdonaldhousecnaz.org

Dobson House

2225 West Southern Avenue, Mesa, Arizona 85202

On the campus of Banner Children's at Desert

12 guest rooms and 4 studio apartments

(602) 354-3324 | dobson@ronaldmcdonaldhousecnaz.org

Ronald McDonald House® Family Room

5555 West Thunderbird Road, Glendale, Arizona 85306

Lower Floor of Banner Children's at Thunderbird

(602) 865-2230

