



Dear Guest family,

It's hard to believe it's been one year since we first broke ground on our expansion. We appreciate your patience and understanding as our construction has caused many changes to how we operate.

We have some significant changes taking place over the next couple of weeks as we move to the next phase of making **More Rooms, More Love** for our House. Here are the highlights:

Interior Renovation/Front Desk

The temporary walls in our lobby and theatre area should come down on Monday, September 23. When those come down, there will be a new walkway from the theatre entrance to the front desk. It will take us a few days to get our new front desk set up. It should be fully operational by the first week of October. Staff will be moving into their new office spaces throughout October.

The renovation will also bring us some other great features:

- a new grab-and-go station for you to get snacks and drinks to take to the hospital
- a new area for RMH merchandise
- a large storage area for your luggage as you wait to check in/out
- a Family Welcome Center for families when they check in

New Entrances

When the temporary walls come down, the main entrance to our House, the first floor entrance to the West Wing and the pedestrian gate under the West Wing bridge will be CLOSED for several months. **This means that the only way in or out of our House will be through the theatre door or the Burnet entrance.** This is necessary so that crews can complete several major projects in the circle outside the main entrance as well as the area under the West Wing bridge.

Parking

Along with the entrance closures, the temporary parking that is just inside the main gate will be eliminated. All guest loading/unloading, visitor parking, donation dropoffs and vendor deliveries will need to take place from old Erkenbrecher through the theater door entrance.

Trash

Dumpsters will be moved to just outside the West Wing garage.

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Phase II of Interior Renovation

The next phase of our interior renovation involves the South end of the House. Eight rooms have been taken offline. We will operate as a 70 room House until the expansion opens next year. There are a few other impacts with this expansion. Effective September 27:

- The playroom by the kitchen will close. We plan to open a temporary playroom upstairs in the Main House next to the Arts & Crafts room. We need to vacate some offices first so the playroom won't open until the end of October.
- The smoking porch will move to the balcony above the theater.
- The family cubbies and refrigerators in the Main House kitchen will not be accessible. Guests should use their in-room refrigerators. If you have the need to store food items outside of your room, please see a guest services manager and they'll be happy to assist you.

We've had several families ask about the fairy garden and other landscaping around our main entrance. The fairy garden WILL return once construction is complete and, thanks to our wonderful volunteers, we will have beautiful plants and flowers for everyone to enjoy. They'll not only be around our main entrance but in our rooftop garden as well!

Again, we appreciate your support during this time. You remain our top priority so please let us know if there is anything we can do to make your time here more comfortable.

Thank you,

Tricia Lusher
Associate Operations Director