



— Ronald McDonald House Charities® Eastern Wisconsin —

## Lunch-2-Go Guidelines

www.RMHCHOME.org 414.475.5333

Thank you for your participation in the Family Meal Program. The Family Meal Program supports our mission to keep families close by regularly providing dinners, weekend brunches, to-go lunches, and homemade snacks for guests staying at the House. This program eases the financial burden on our families and helps them have more time to focus on their children.

The Lunch-2-Go program provides "to-go" lunches for guests of the Ronald McDonald House. Three times a week, Lunch-2-Go volunteers prepare items that families can pack into individualized brown bag lunches and take on their way out.

### Signing Up For a Meal

- Volunteer opportunities for the Lunch-2-Go program are available on the weekends, Tuesdays and Thursdays.
  - Tuesday and Thursday Lunch-2-Go volunteers can choose to prepare lunches in the House from 1:30-3:30 or 5:30-7:30pm.
  - The weekend Lunch-2-Go volunteers are able to prepare lunches in the House from 11:00-1:00pm on either Saturday or Sunday.
  - Due to the popularity of the Northwestern Mutual Foundation sponsored Lunch-2-Go days, groups are only able to schedule one Lunch-2-Go date per month, unless otherwise approved by RMHC.
- You can sign-up directly through our website. To sign up, follow these steps:
- Visit our on-line [Family Meal Program Calendar](#) to find an available date. Any day noted as "Lunch Open" means the date is available.
- Once you have chosen a date, fill out the [Meal Request Form](#) electronically.
- Submit your completed Meal Request Form and you will be contacted to confirm your date(s).

### Cancellation Policy

In the unfortunate event that your group will be unable to provide your scheduled meal, contact Maggie Flint, Family Meal Program Coordinator at 414-935-6520 or [familymeals@rmhcmilwaukee.org](mailto:familymeals@rmhcmilwaukee.org) as far in advance as possible. **For cancellations less than 48 hours before your group is scheduled, please call 414.475.5333 and ask to speak with the House Manager.**

## Preparing For Lunch-2-Go

### Assemble Your Volunteer Group

- To successfully prepare lunch, you need approximately 4 to 8 volunteers.
- It is RMHC policy that anyone who has exhibited cold or flu-like symptoms or has been recently exposed to an infectious disease will not be permitted to enter the House.
- All participants must be age 14 or older. Children age 9 and older will be allowed to participate on Sundays and Holidays, between May 1<sup>st</sup> and October 1<sup>st</sup> (to minimize risk of exposure during flu season).
- We do not allow community restitution or court ordered volunteers to participate.

### If You Participate in Lunch-2-Go on Tuesday or Thursday:

- All supplies will be provided for you courtesy of a generous grant from the Northwestern Mutual Foundation.

### If You Participate in Lunch-2-Go on Saturday or Sunday:

- Plan on making approximately 50 lunches.
- Use the menu below as a guide for purchasing items, but feel free to get creative and consider different dietary needs.

<b>Bread (please consider whole grain bagels, rolls, wraps, biscuits, or croissants)</b>
<b>Lunch meat (please consider leaner meats)</b>
<b>Cheese slices</b>
<b>Peanut butter &amp; jelly</b>
<b>Individually wrapped snacks (goldfish, pretzels, etc.)</b>
<b>Granola bars, cookies, brownies (store-bought or baked at RMHC)</b>
<b>Beverages (no soda, please)</b>
<b>Fruit (whole fresh fruit or fruit cups)</b>
<b>Veggies (carrots, peapods, celery sticks, etc.)</b>
<b>Ziploc bags</b>
<b>Paper lunch bags</b>
<b>Napkins</b>
<b>Other "to-go" options: fruit snacks, string cheese, yogurt, applesauce</b>

### Read the Food & Safety Guidelines

- All group members participating in the meal should read the Food & Safety Guidelines provided on our [website](#) prior to arrival.
- **\*\*RMHC Global Guidelines state that all food must be prepared and cooked on site or in a commercial kitchen.**

## On The Day of Your Meal

### Arrive at the House

- Pull your vehicle up to the main entrance.
- Sign in at the Front Office.
- Request to speak with the Family Meal Program Coordinator or Manager-on-Duty to receive direction.
- Request a cart from the Front Office and unload all food. If you require assistance, please ask.
- After unloading your supplies, park your vehicle in the front surface lot and return to front office.

### Prepare Your Lunches

- Follow the Food & Safety Guidelines. It is extremely important that every effort to prevent food borne illness is taken to ensure that we are providing a safe environment for our families. Please make sure to repeatedly wash hands and change gloves throughout your visit at RMHC Milwaukee.
- **\*\*Alcohol is not permitted in the House, for consumption or cooking, as part of RMHC House Policies.**
- Label your items with item name and date.
- Place items that need refrigeration in the Lunch-2-Go refrigerator and all other items out on the Lunch-2-Go countertop. *\* To allow our families to make a lunch based on their preferences, we ask that you do not pack the lunches inside of brown bags.* The bags can be placed in a stack on the counter.

### Clean-Up

- Wipe down the preparation areas with a light soapy water mixture.
- Wash all the items you may have borrowed from the House and return them to their appropriate place.

- Speak with the Family Meal Program Coordinator or Manager-on-Duty if you are interested in a tour of the House.
- Sign out at the front office and return your name badge.

## FAQ's

### **1. What kitchen supplies are available to me?**

Our Lunch-2-Go kitchen is well stocked with knives, cutting boards, mixing bowls, and utensils.

### **2. I have a group interested in participating in the Family Meal Program, but our numbers exceed the maximum participants in the guidelines- can we still participate?**

If you have a volunteer group that exceeds the number of participants stated in the guidelines, please contact the Family Meal Program Coordinator at [familymeals@rmhcmilwaukee.org](mailto:familymeals@rmhcmilwaukee.org) or 414-475-0263, to discuss what opportunities might be available.

### **3. Why can't my child participate in the Meal Program from October to April?**

RMHC does not allow children under the age of 14 years old to participate in the Family Meal Program during the flu season. The families staying at RMHC rely on the House as a safe and healthy place to be. During flu season, children are more susceptible of being carriers of flu & cold symptoms due to their communal school environments.

### **4. Can I take photos at the House?**

You are welcome to take photos of group members while at the House, however we ask that you do not take photos of children, parents, and other families who are staying at the House. A staff member or volunteer may request to take a photo of your group to share on the RMHC Facebook page and/or website, so please notify them if you wish to not have your photo taken.

### **5. Can I cut my veggies at home to help speed up preparation?**

No. Any preparation of food must be done at the House. To simplify the preparation guidelines, RMHC is asking that you purchase the food and bring it to the House unaltered.

### **6. Can my Lunch-2-Go group order subs from Jimmy Johns/Subway?**

Yes. If the food is being prepared in a commercial kitchen setting then it does meet the food safety criteria of RMHC. This also means that food prepared in a grocery store is acceptable as well.

### **7. Can I drop off my Lunch-2-Go items in advance?**

Yes, RMHC is able to accommodate drop-offs of food 48 hours in advance



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## **Confidentiality and Code of Conduct for Outside Volunteer Groups**

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www.RMH**HOME**.org 414.475.5333

As a volunteer at the Ronald McDonald House (RMHC), high standards of confidentiality, service, and care are required. For this reason the following rules governing conduct of volunteers has been established:

- ❖ Any information about families staying at the RMHC is strictly confidential and should be handled as such.
- ❖ Any information about donors or donations received at the RMHC is strictly confidential and should be handled as such.
- ❖ Questions regarding a child's diagnosis or medical treatment should not be asked.
- ❖ No sales or solicitations of guest families is allowed by the visiting/hosting group while on the premise unless authorized by RMHC.
- ❖ No proselytizing or promoting of religious or political beliefs is permitted.
- ❖ The use of photos, stories, videos or any other information related to families or the House without signed approval is prohibited.
- ❖ Courtesy should always be extended to families, staff and other volunteers.
- ❖ Always introduce yourself to guest family members.
- ❖ Do not give out your personal contact information to the guest families.
- ❖ You must be healthy and infection free in order to enter the RMHC.
- ❖ RMHC is a smoke-free facility. Smoking is not allowed inside or outside of our House, except for the designated smoking area on the east side of the building.