



— Ronald McDonald House Charities® Eastern Wisconsin —

Snacks from Scratch 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 Snacks from Scratch program provides homemade snacks for the families staying at the Ronald McDonald House. This program allows the opportunity to participate in the Family Meal Program at RMHC to volunteers who are unable to make the time/financial commitment to complete a Family Dinner or Brunch. Please understand that you will not be serving your snacks to families as you would with a meal, but simply providing snacks for later use. It's also a perfect opportunity for smaller groups or even individuals to come in and contribute to making our House feel more like a "Home away from Home".

Signing Up For Snacks from Scratch

- Volunteer opportunities for Snacks from Scratch depends on kitchen availability. Please contact Maggie Flint, Family Meal Program Coordinator at 414-935-6520 or familymeals@rmhcmilwaukee.org to schedule a time.

Cancellation Policy

- In the unfortunate event that your group will be unable to make your scheduled time, contact Maggie Flint, Family Meal Program Coordinator at 414-935-6520 or 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 Snacks from Scratch

Assemble Your Volunteer Group

- You can have a maximum of 10 participants.
- 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 1st and October 1st (to minimize risk of exposure during flu season).
- We do not allow community restitution or court ordered volunteers to participate.

Read the Food & Safety Guidelines

- All group members participating in the meal must read the Food & Safety Guidelines available on the [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 You Come to the House

Arrive at the House

- Pull your vehicle up to the main entrance.
- Sign in at the Front Office.
- 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.
- Request to speak with the Family Meal Program Coordinator or Manager-on-Duty to receive direction.

Prepare Your Snacks

- 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, change gloves, and follow the Food and Safety Guidelines throughout your visit.
- ****Alcohol is not permitted in the House, for consumption or cooking, as part of RMHC House Policies.**
- Please bring disposable containers/Ziploc bags/plastic wrap to individually store the snacks that you made.
- Label your items with item name and date.
- Place all items out on the Lunch-2-Go countertop.

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 would like 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 kitchens are well stocked with knives, cutting boards, mixing bowls, and utensils. We have several ovens and stovetops if your snacks require cooking and baking. Please bring along any special or specific utensils you might need (a mold, decorating items, wax paper, muffin liners, etc).

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 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.



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Confidentiality and Code of Conduct for Outside Volunteer Groups

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.