



— Ronald McDonald House Charities® Eastern Wisconsin —

Family Dinner & Brunch 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.

Signing Up For a Meal

- You can sign-up directly through our website (www.RMHCHOME.org). To sign up, follow these steps:
- Visit our on-line [Family Meal Program Calendar](#) to find an available date. Any day noted as "Dinner/Brunch 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 as far in advance as possible. **For cancellations less than 48 hours before the meal is served, please call 414.475.5333 and ask to speak with the House Manager.**

Preparing For Your Family Meal

Assemble Your Volunteer Group

- To successfully prepare brunch or dinner, you will need between 5 and 15 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 1st and October 1st (to minimize risk of exposure during flu season).
- We do not allow community restitution or court ordered volunteers to participate.

Plan Your Meal

- You should plan to serve **60 guests for dinner** and **40 guests for brunch**, but please note that we cannot guarantee a specific number of participants due to the unpredictable nature of families' schedules.
- We request that you submit your menu at least one week prior to the date you are volunteering with as many details as possible. This will allow us to advertise your meal to all of the families in the House.
- As a general guideline when planning your menu, please consider the following menu items:
 - A main entrée
 - A vegetarian entree
 - Multiple side dishes
 - Fresh green salad
 - Vegetable
 - Fresh fruit
 - Beverages
 - Bread/Rolls
 - Dessert

*** Please consider offering a gluten free option or dairy free option for at least one of your items.*

Read the Food & Safety Guidelines

- All group members participating in the meal must 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.**
- Members of your group may drop off food items that will be used in preparation as early as 48 hours in advance of your scheduled meal, between 9:30am-8:30pm. All food dropped off in advance must be labeled with the date of your scheduled meal and the group name.

On The Day of Your Meal

Arrive at the House

- Food preparation may begin as early 9:15am on the day of your scheduled meal. **Groups cannot arrive at the House before 9:00am due to limited staff and volunteer support.** Typically, groups arrive at RMHC two hours prior to dinner, and an hour and a half prior to brunch.
- Pull your vehicle up to the main entrance.
- Request a cart from the Front Office and unload all food. If you require assistance, please ask.
- Sign in at the Front Office.
- After unloading your supplies, park your vehicle in the front surface lot and return to the kitchen.
- Request to speak with the Family Meal Program Coordinator or Manager-on-Duty to receive direction.

Prepare Your Meal

- Wipe down the serving areas with a light soapy water mixture.
- 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.
- ****Alcohol is not permitted in the House, for consumption or cooking, as part of RMHC House Policies.**

Serve Your Meal

- Family Dinner is served from 6:00-7:00pm.
- Saturday & Sunday Brunch is served from 10:30-11:30am.
- Check-in with the Front Office a little before 6:00pm for dinner and 10:30am for brunch and notify the Office Assistant that dinner or brunch is ready to be served so that they can announce your meal to families.
- Please ensure that all group members are wearing clean gloves and all food items are labeled and have an appropriate serving utensil.
- Serve your meal items from behind the serving counter, allowing families to form a line and receive food.
- Be prepared to verbally offer a list of ingredients in case a guest has food sensitivities or restrictions.
- Families who are physically present for a dinner have first priority to food, but we also accommodate for meals to be put aside for families not present during meal time.
 - Families have until 6:45 to call ahead and reserve a meal. After service, please make up a plate of food for the families on the list. The meals should be labeled with the date, family name, and room number and placed in the **General Use** Refrigerator.
- If your meal allows for extra food, please feel free to invite house volunteers and staff to eat as well.

Clean-Up

- You will be given a cleaning checklist. Please complete each item on the list before you leave.
- Run all your cooking and serving dishes through the commercial dishwasher. Families are responsible for doing their own dishes.
- If there are leftovers, you will need to take them with you.
- 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. Will I have to bring my own dishes, serving utensils, plates, etc.?

No. The House will provide all of the dishes, glasses, silverware and utensils needed to serve families.

2. What kitchen supplies are available to me?

The Family Meal Kitchen is equipped with all of the supplies that you will need to prepare your meal. There are bowls, baking pans, blender, serving utensils, knives, cookie sheets, skillets, pots & pans, measuring cups, an 8 burner gas stove and 4 ovens.

3. 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.

4. Will the amount of families served always be 60 for dinner and 40 for brunch?

No. You should prepare these amounts for dinner, however, due to the unpredictable nature of families schedules, we cannot guarantee how many people will be present for the meal.

5. 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.

6. 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.

7. If I have a recipe that requires marinating in advance can I do that at home?

No. The food that you are bringing into the House should be unopened and unaltered from when you purchased it.

8. 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.

9. Does RMHC have spices I can use?

Yes. RMHC will have an assorted variety of spices available for your group's use. These spices are given as donations, so if your meal requires an uncommon spice, please make sure that your group brings that spice.

10. Will I be able to come early to start cooking in a crockpot?

Yes, you can come as early as 9:30am on the day of your scheduled meal. Please be aware, no maintenance of food throughout the day can be assigned to volunteers or staff of RMHC to manage.

11. If my group is catering food for the meal, does someone have to be at the House by 4:00pm?

No. We ask that someone is at the House by 5:00pm to get organized in the kitchen and make sure everything is set up for dinner service at 6:00pm. Please notify the Family Meal Manager if you will be catering your food, so that staff is aware the group might not arrive until 5:00pm.

12. Why can't I come to RMHC earlier than 9:30am on the day of my scheduled meal?

To be respectful of every group, we allow only the group that is scheduled on that day to be able to use the kitchens. This allows each group to come anytime between 9:30am and 6:00pm and know that the kitchen will be available for their use.

13. Can I leave any leftovers at the House?

With the Family Meal Program being held daily, we are unable to maintain and accommodate food leftovers in the House. However, if there is extra food at the end of your dinner service, you may make up to 5 additional plates of food and put them in the General Use Refrigerator. The House advises that your group bring Tupperware so that if there are extra leftover items available, you can take them with you.

14. How long will it take to clean up after Dinner/Brunch?

The suggested allotted cleanup time is one hour.

15. If I'm unable to cook for 60 people, what other opportunities are available?

If you are unable to cook for or financially feed 60 people for dinner, please consider some of the other Family Meal Program volunteer opportunities. Brunch is a great alternative since we ask that you only feed 40. Lunch-2-Go is also a great program to consider. On Tuesdays and Thursdays, the food required to make lunches is provided, so all you need to do is get a group of people together for a 2 hour time commitment.



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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.



Lunch-2-Go Guidelines

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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 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 1st and October 1st (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.

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

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 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



————Ronald McDonald House Charities® Eastern Wisconsin————

Confidentiality and Code of Conduct for Outside Volunteer

www.RMHCHOME.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.