



Lunch-2-Go Guidelines 2022

Thank you for your participation in the Family Meal Program. We have increased our program guidelines to prioritize the health and safety of our families, volunteers and staff. **Failure to comply with the rules may hinder future participation in volunteer opportunities.**

Volunteer Requirements

- A maximum of 5 people are allowed in order to properly social distance in the kitchen.
- Volunteers must be completely illness/symptom free (cold, flu, fever, stomach virus, et.) for at least 72 hours prior to volunteering.
- All participants must be at least 18 years old. As an increased precaution during this time, children are not allowed to participate.
- Volunteers must wear facemasks, gloves, and have hair tied back. Participants must bring their own masks and hair ties and RMHC will provide gloves. Additional health practices during participation will include frequent hand washing and changing gloves, and no hair, face, or phone touching.
- All group members participating in the meal must read the Food & Safety Guidelines provided on our [website](#) prior to arrival.

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@rmhc-easternwi.org as far in advance as possible.

On The Day of Your Meal

Arrive at the House

- Food preparation will occur from 1-3 p.m. **Groups cannot arrive at the House before this due to limited staff and volunteer support.**
- Park in the visitor parking area.
- Ring the buzzer to be let into the building.
- Sign in at the Front Office.
- Request to speak with the Family Meal Program Coordinator to receive direction.

Food Preparation and Packaging

- **Social Distancing:** Volunteers must be mindful of spacing between one another while participating.
- All volunteers will follow the Food and Safety guidelines.
- To reduce the spread of germs, volunteers will place all prepared food into individually sized containers for families to enjoy at their convenience.

Clean-Up

- After packaging your meals, volunteers should clean up the kitchen space.
- You will be given a cleaning checklist. Please complete each item on the list before you leave.

Volunteer Expectations

- As a volunteer at the Ronald McDonald House (RMHC), high standards of confidentiality, service, and care are required. For this reason the following volunteer expectations been established:
- You must be healthy and infection free in order to enter the RMHC.
- 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.
- 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.