



Ronald McDonald House Charities® Eastern Wisconsin

# 2023 Family Meal Dinner Guidelines

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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 and to-go lunches 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.

## Volunteer Requirements

- A maximum of 8 people are allowed in order to be comfortable in the kitchen space.
- 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 14 years old.
- Volunteers must wear gloves and have hair tied back. 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.

## How to Sign Up

- You can sign-up directly through our [website](#).
- Visit our online Family Meal Program Calendar to find an available date. Any day noted as "Dinner 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 is unable to provide your scheduled meal, contact Maggie Seelman, Family Meal Program Coordinator, at 414.935.6520 or [mseelman@rmhc-easternwi.org](mailto:mseelman@rmhc-easternwi.org) as far in advance as possible.

## Preparing For Your Family Meal

### Menu Planning

- \*\*RMHC® Global Guidelines state that all food must be prepared and cooked on site, prepared in a commercial kitchen, or packaged from the store.
- You should plan to serve 60 guests for dinner but please note that we cannot guarantee a specific number of participants due to the unpredictable nature of families' schedules.
- Choose a menu that can be executed by your group in the two hour time frame.
- 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.
- Dinner menu should include:
  - A main entrée



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- Side dish
- 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.

## Arrive at the House

- Food preparation will occur from 3:00 - 5:00 p.m. with dinner service from 5:00 - 6:00 p.m. and clean up from 6:00 - 6:30 p.m. Groups cannot arrive at the House before this due to limited staff and volunteer support.
- 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 desk.
- 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](#).
- 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 5:00 - 6:00pm.
- Check-in with the Family Meal Program Coordinator or the Front Office a little before 5:00 p.m. for dinner and notify them that dinner is ready to be served so that they can announce your meal to families.
- 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.



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- 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.
- 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 guest's 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.
- 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.

### FAQ's

1. Will I have to bring my own dishes, serving utensils, plates, etc.?
  - a. 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?
  - a. 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, skillet, 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?
  - a. If you have a volunteer group that exceeds the number of participants stated in the guidelines, please contact the Family Meal Program Coordinator at [mseelman@rmhc-easternwi.org](mailto:mseelman@rmhc-easternwi.org) or 414.935.6520, to discuss what opportunities might be available.
4. Will the amount of families served always be 60 for dinner?
  - a. No. You should prepare these amounts for dinner, however, due to the unpredictable nature of family's schedules, we cannot guarantee how many people will be present for the meal.
5. Can I take photos at the House?
  - a. 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



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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.

6. If I have a recipe that requires marinating in advance can I do that at home?
  - a. No. The food that you are bringing into the House should be unopened and unaltered from when you purchased it.
7. Can I cut my veggies at home to help speed up preparation?
  - a. 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.
8. Does RMHC have spices I can use?
  - a. 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.
9. Will I be able to come early to start cooking in a crockpot?
  - a. Yes, you can come as early as 9:30 a.m. 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.
10. If my group is catering food for the meal, does someone have to be at the House by 3:00 p.m.?
  - a. No. We ask that someone is at the House by 4:00 p.m. to get organized in the kitchen and make sure everything is set up for dinner service at 5:00 p.m. Please notify the Family Meal Program Coordinator if you will be catering your food, so that staff is aware the group might not arrive until 4:00 p.m.
11. How long will it take to clean up after Dinner?
  - a. The suggested allotted cleanup time is a half hour.
12. If I'm unable to cook for this many people, what other opportunities are available?
  - a. If you are unable to cook for or financially feed this many people for dinner, please consider Lunch-2-Go. 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.

### **Volunteer Expectations**

As a volunteer at 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 RMHC.
- Any information about families staying at RMHC is strictly confidential and should be handled as such.
- Any information about donors or donations received at 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.



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- 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.