



Ronald McDonald House Charities® Eastern Wisconsin

## 2023 Lunch-2-Go Guidelines

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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 **6 people** are allowed in order to properly social distance in the kitchen.
- Volunteers must be completely illness/symptom free (cold, flu, fever, stomach virus, etc.) 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. Participants must bring their hair ties and RMHC® will provide gloves. Additional health practices during participation 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 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.

### On The Day of Your Meal

#### Arrive at the House

- Food preparation will occur from 1:00 – 3:00 p.m. **Groups cannot arrive at the House before this due to limited staff and volunteer support.**
- Park in the visitor parking area located at the top of the driveway. The address is 8948 W. Watertown Plank Rd.
- At the set of double doors, ring the doorbell to be let into the building.
- Let the receptionist know you are here for Lunch-2-Go.
- Sign in at the front desk and you will receive a name badge to wear for the duration of your time at the House.

#### Food Preparation and Packaging

- Volunteers must be mindful of social distancing 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



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- 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 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.
- 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.