



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

Lunch-2-Go Guidelines 2024

Thank you for your participation in the Family Meal Program. The Family Meal Program supports our mission to keep families close and support the health and well-being of children by providing dinners, to-go lunches, and homemade snacks for the 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 6 people are allowed to participate.
- 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.

Cancellation Policy

In the unfortunate event that your group will be unable to provide your scheduled meal, contact Maggie Seelman, Family Meal Program Coordinator at 414-935-6520 or 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 1-3 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 second 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

- All supplies will be provided for you courtesy of a generous grant from the Northwestern Mutual Foundation.
- All volunteers will follow the Food and Safety guidelines.
- Volunteers must wear gloves (provided by RMHC) and have hair tied back. Additional health practices during participation will include frequent hand washing and changing gloves, and no hair, face, or phone touching.

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.

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 have 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.