



Ronald McDonald House Charities® Eastern Wisconsin
Meal Program Volunteer Guidelines

Family Dinner

Requirements & Expectations



- A maximum of 10 people, 14 years and older, are allowed to participate.
- Volunteers must be completely illness/symptom free for at least 72 hours prior to volunteering.
- Any information about families staying or donors/donations received is strictly confidential and should be handled as such.
- We ask that you refrain from the following:
 - Inquiring about a patient's diagnosis or medical treatment
 - Exchange of personal contact information
 - Sales or solicitations
 - Promoting of religious or political beliefs
 - Use of photos, stories, videos or any other information related to families or the House without signed approval is not allowed.
- Courtesy should always be extended to families, staff and other volunteers.
- RMHC is a smoke-free facility. Smoking is not allowed inside or outside of our House, except for the designated smoking area on the south side of the building.
- 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. If you need to cancel within 24 hours of your meal call 414.475.5333 and ask to speak with Family Services.

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.
- Plan to serve 70 guests for dinner. Due to the unpredictable nature of family schedules, we cannot guarantee a specific number of participants.
- Choose a menu that can be executed by your group in the two hour time frame.
- Your menu should include:
 - Main entrée
 - Side dish
 - Fresh greens salad
 - Vegetable
 - Fruit
 - Beverages
 - Bread/Rolls
 - Dessert

- Consider offering a gluten and/or dairy free option for at least one of your dishes.
- Submit your menu at least one week prior to your volunteer date with as many details as possible. This will allow us to advertise your meal to guests ahead of time.
- Alcohol **is not permitted** in the House, for consumption or use in cooking.

Arriving at the House



- Food preparation is from 3:00 p.m. - 5:00 p.m. Dinner service is 5:00 p.m. - 6:00 p.m. and clean up is about 6:00 p.m. - 6:30 p.m.
 - **Due to limited staff and volunteer support, groups should not arrive before the food preparation start time.**
- Our address is 8948 Watertown Plank Road.
- At the second set of double doors, ring the intercom to be let in.
- Let the Office Assistant know you are here for Family Dinner.
 - If needed, ask for assistance and/or a cart to unload.
- Sign in upon arrival and you will receive a name badge to wear for the duration of your time at the House.
- After unloading your supplies, park in the visitor parking area located at the top of the driveway.

Preparing Your Meal



- Review and follow the [Food and Safety](#) guidelines.
- Volunteers must:
 - Wash hands, frequently
 - Wear gloves (provided by RMHC) and change as needed
 - Tie hair back
 - Avoid touching hair, face and phone
- Wipe down the preparation areas with a light, soapy water mixture.

Serving Your Meal



- Check-in with the Family Meal Program Coordinator or the Front Office a little before 5:00 p.m. to notify them that dinner is ready to be served. An announcement will be made.
- 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.
- **After service**, 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, then placed in the guest's refrigerator.
- If your meal allows for extra food, please feel free to invite volunteers and staff to eat.

Clean-Up



- Review the cleaning checklist and ensure each item on the list is completed.
- Run all of your cooking and serving dishes through the commercial dishwasher. Guests are responsible for their own dishes.
 - Speak with the Family Meal Program Coordinator or Family Services team if you are interested in a tour of the House.
- Sign out at the front desk.

Family Dinner Frequently Asked Questions

- Do I need to bring my own supplies to prepare and serve dinner?
 - No, the Family Meal Kitchen is equipped with dishware and serving utensils, as well as baking pans, blenders, knives, cookie sheets, skillets, pots & pans, measuring cups, and an 8 burner gas stove and 4 ovens.
- 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 to discuss what opportunities might be available.
- Will the amount of families served always be 70 for dinner?
 - This is an estimate. You should prepare these amounts for dinner, however, due to the unpredictable nature of family schedules, we cannot guarantee how many people will be present for the meal.
- Can I take photos/videos at the House?
 - You are welcome to take photos/videos of your volunteer group. We ask that you do not take photos/videos of guests who are staying at the House. A staff member or volunteer may request to take a photo of your group to share on RMHC social channels, so please notify them if you don't wish to do so.
- 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.

- 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.
- 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 ingredient, please make sure that your group brings it.
- Will I be able to come early to start cooking in a crockpot?
 - Yes, you can come as early as 9:30 a.m. on the day of your scheduled meal. **No maintenance of food throughout the day can be assigned to RMHC staff or volunteers to manage.**
- If my group is catering food for the meal, does someone have to arrive at the House by 3:00 p.m.?
 - No. We ask that someone arrives by 4:00 p.m. to prepare for dinner service by 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.
- How long will it take to clean up after dinner?
 - The allotted cleanup time is about half an hour.

Thank you

for your participation in the Family Meal Program. The Family Meal Program supports our mission to keep families together and support the health and well-being of children by providing dinners, to-go lunches and homemade snacks for guests staying at the House. This program eases the financial burden on our families and allows them to focus on their children.

