



Ronald McDonald House Charities® Eastern Wisconsin
Meal Program Volunteer Guidelines

Lunch-2-Go

Requirements & Expectations



- A maximum of 6 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.

Arriving at the House



- Food preparation occurs from 1:00 p.m. - 3:00 p.m.
 - **Due to limited staff and volunteer support, groups should not arrive before this time period.**
- Our address is 8948 Watertown Plank Road.
- Park in the visitor parking area located at the top of the driveway.
- At the second set of double doors, ring the intercom to be let in.
- Let the Office Assistant know you are here for Lunch-2-Go.
- Sign in upon arrival and you will receive a name badge to wear for the duration of your time at the House.

Food Preparation & Packaging



- All food and supplies are provided through funding from Northwestern Mutual Foundation.
- 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.
- Follow assigned directions to properly prepare and package food items.

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 if you are interested in a tour of the House.
- Sign out at the front desk.

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.



**Ronald McDonald
House Charities®**
Eastern Wisconsin