



## 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 Ben Muench, Culinary Program Manager at 414.935.6520 or [bmuench@rmhc-easternwi.org](mailto:bmuench@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.
- Enter into the lobby area and sign in with your ID at the kiosk to your right. Select Meal Program when asked for your reason for visit.
- When the doors open you will receive a name badge from the office assistant at the desk. that you will 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 Culinary Program Manager 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.

