



Meal Provider Guidelines

How does this volunteer opportunity work?

Volunteers plan the menu, buy the groceries, bring the ingredients to the House to cook, set out the meal, clean up and your job is done.

Meals must be prepared or assembled at the Ronald McDonald House. We have a professional kitchen for your use. Meals may also be delivered from a restaurant or catering service. Due to health code, we cannot serve meals or foods that were cooked in a non-commercial (home) kitchen.

The kitchen is fully stocked with all the cookware and utensils you will need. However, if there is a special piece of equipment you need, call to find out if we have it. If not, you'll need to bring your own.

The kitchen has plenty of plates, bowls, glasses, silverware, etc. for the families to use.

Group size: Volunteer groups should not exceed more than 15 people, both youth and adults combined.

Breakfast: Prepare enough to feed at least 10-15 people. Breakfast should be ready by 9am.

Lunch: Prepare enough to feed at least 15-20 people. Lunch should be ready by noon.

Dinner: Prepare enough to feed at least 25-30 people. Dinner should be ready by 6pm.

At Dinner specifically: Please have 2-3 volunteers help clean up & put away leftovers at 7pm.

The week before your scheduled date: The Volunteer Manager will confirm your volunteer day/time via email and indicate if you need to prepare more or less food than the guidelines indicated above.

Arrival time: It depends on how long it will take to prepare your meal and have it ready by meal time. Most groups arrive an hour before meal time, but you can arrive earlier if needed.

Meals should include: a salad, a main course, vegetable/side and fresh fruit/mixed fruit for dessert. Please do not bring beverages or sweets. Many of these items are donated separately by other groups/individuals.

Ingredient warnings: Please indicate with a note any ingredients used that are known allergens, i.e. peanuts, shellfish, etc.

Meal service: Volunteers do not "serve" our families or "wait" tables. Meals are set out buffet style on the counters for the families to serve themselves.

All volunteers must be free of contagious diseases (flu, colds) when volunteering.

Alcohol: Volunteers are not permitted to bring or consume alcohol on the premises.

Photographs: Please limit photos to your group only. Due to our families' confidentiality, photos of them may not be taken. However, please share your photos with us! Send them to rcarlin@rmhc-austin.org

Cancellation Policy: If your group is unable to fulfill its commitment, please let us know no later than one week prior to your volunteer date. If you need to cancel on shorter notice, please consider having food delivered to our House, such as pizza or sandwiches.

The families staying at our Ronald McDonald House are going through a stressful time. Please remember to respect their needs by keeping the environment at our House peaceful and friendly.

Thank you for your time and generosity!