



# Family Meal Program

## Guidelines and Preparation

Thank you for your participation in the Family Meal Program. The Family Meal Program supports our mission to keep families close by providing breakfast, lunch and dinner for the families staying at the House. This program eases the financial burden on our families and provides them more time to focus on their children.

### The Volunteer Opportunity

Volunteers make a reservation for a specific date/meal, plan the menu, buy the groceries, bring the food to the Ronald McDonald House, cook it in our kitchen, set out the meal and then help clean up the kitchen.

### Sign Up to Prepare a Meal

- To see available dates and to sign-up for a meal, visit our [meal provider page](#).
- To sign up, click on the appropriate meal calendar (breakfast, lunch, dinner) to find an available date. Each meal has its own calendar, and you can check each one to see what dates are open. Any date that has a green link for "Group sign up" indicates the date/meal is available.
- Once you have selected a date, click on the "Group sign up" link and create a short profile to request the meal and date.
- Once the request has been submitted, our Volunteer Manager will contact you to confirm your date/meal.

### Cancellation Policy

If your group is unable to fulfill its commitment to cook a meal, please contact our Volunteer Manager and let us know no later than one week prior to your volunteer date. If you need to cancel less than a week before your date, please consider having food delivered to the House, such as pizza or sandwiches.

### Preparing for Your Meal

#### Assemble Your Volunteer Group

- Each meal can have up to 15 volunteers, both adults and children combined.
- All volunteers MUST be free of contagious diseases. Group members should not volunteer if they have been exposed to any infectious disease, have cold or flu-like symptoms, sore throat, fever, etc.
- Adults and children, seven years old or older, are welcome to prepare a meal. Children under the age 7 are allowed to volunteer; however, they must have very specific tasks and constant adult supervision.
- The volunteer group's main contact must read and agree to adhere to the [Group Volunteer Waiver](#).

#### Plan Your Meal

- RMHC Global Guidelines state that all food/meals MUST be prepared/cooked or assembled at the Ronald McDonald House or in a commercial kitchen (grocery store, restaurant, bakery, etc.).
- Volunteers should prepare enough food using the following meal ranges and timelines:

	Number of People	Serving Time
Breakfast	10-15 people	9 AM
Lunch	15-20 people	12 PM
Dinner	25-30 people	6 PM

- Meals should include: main entrée, multiple side dishes (salad, vegetables, etc.), bread/rolls and fresh fruit/mixed fruit for dessert.
- It is not necessary to bring beverages or sweets. We have a water cooler, coffee maker and a soda machine at the House. Other groups donate desserts and sweets separately.
- The kitchen is fully stocked with all the cookware and utensils you will need. However, if there is a special piece of equipment that you need, call to find out if we have it. If not, you'll need to bring your own.
- Our kitchen has plates, cups, bowls, glasses, silverware, etc. for the families to use. You do NOT need to bring these items.
- The Friday before your scheduled volunteer date, the Volunteer Manager will confirm your volunteer date/meal via email and indicate if you need to prepare more or less food than the meal ranges.

## Day of Your Meal Preparation

### Arrival to the House

- Arrival time generally depends on how long it will take to prepare your meal to ensure it's ready by meal time. Most groups arrive an hour before meal time, but you can arrive earlier if needed.
- The earliest you can arrive to begin preparing your meal is:

	Earliest Arrival Time
Breakfast	7 AM
Lunch	10:30 AM
Dinner	4 PM

- We have a small parking lot behind the House, and volunteer(s) transporting food can park in our lot to unload. Our parking lot is primarily available for our families.
- The volunteer group may park for free in the Dell Children's Hospital "Employee/Visitor" parking lot located east of the Ronald McDonald House.
- Flatbed carts are available for unloading and transporting food inside of the House.

### Cooking Your Meal

- Ingredient precautions: Please indicate with a note near the dish of any ingredients used that are known allergens – peanuts, shellfish, etc.
- It is extremely important that every effort to prevent food borne illness is taken to ensure that we are providing a safe environment for our families. Please wash hands repeatedly or wear gloves throughout your visit.
- Alcohol is not permitted in the House for consumption or cooking.

### Serving Your Meal

- Meals should be served at the following times:

	Serving Time
Breakfast	9 AM
Lunch	12 PM
Dinner	6 PM

- Please serve the prepared food in plastic containers to allow for easier final kitchen clean up. Any left overs can easily be stored with the accompanying lid in the community refrigerator. We have several plastic containers available in our kitchen storeroom.
- Please ensure that all dishes have an appropriate serving utensil (tongs, spoons, etc.).
- Volunteers do not need to serve the families or "wait" tables.
- Meals are served buffet style on the large island counter. Families can serve themselves.
- Meals are available for the families for around an hour.

- Volunteers are permitted to take photos of their group only. Due to confidentiality concerns, photos of the families or individual family members are not permitted.

### **Clean-Up After Your Meal**

- Hand wash, dry and put away all the pots, pans, cutting boards, etc. used to prepare your meal.
- Families are responsible for rinsing their dishes and placing them in the dishwashers.
- Once the meal is served, empty the kitchen trash bins and take them to dumpster at the back of our parking lot. Extra trash bags are located at the bottom of the bins or staff can get you more.
- Groups that are available to stay through the meal hour and help with final kitchen clean up, are welcome to leave and come back or they can hang out in our second floor common area until meal time is over.
- Left overs should be stored by placing lids on the plastic container and putting it in the community refrigerator.
- Each left over container should be labeled with the date and food contents before being stored.