



Ronald McDonald
House Charities®
Greater Las Vegas

Meal Program Guidelines

Thank you for signing up to provide and prepare a meal for our families. While we know you want to meet the families you are cooking for, our families' schedules can vary and you may not see many families during breakfast or at dinner. In the evening, they will come back to the House after you have left or at the weekend get up later and look in the refrigerators for leftovers from your meal. They are very grateful that they do not have to prepare food for themselves.

Group Leader Responsibilities - This is the person (& the adult supervisor of a youth group) who signs up the group to prepare the meal. You're responsible for ensuring **ALL** the information we provide to you is given to the rest of your group. You can email it out to them prior to your designated meal date or arrive early on the date of your meal and read over it all with them, etc. and get their acknowledgement of understanding before your designated volunteer time. **We require the Group Leader of a new group to come to the House at least a week before their date to attend a short Meal Program orientation.**

RMHC Global Guidelines require meals be prepared **at** the Ronald McDonald House from unopened packaged ingredients, delivered in their proper condition. For instance, frozen foods must still be frozen solid, refrigerated items cold and canned boxed items sealed with the expiration date printed on them. You're **not allowed** to prepare food in your home or office kitchen. This includes but is not limited to chopping, marinating, or mixing of the ingredients. Food prepared in commercial cooking establishments such as restaurants, grocery stores, catering services or cafeterias and then brought in or delivered is acceptable. **We cannot accept drop-offs of leftovers from another event or food prepared in your home or office kitchen.**

Kitchen Equipment - Our kitchen has two commercial stove tops, two griddles, four residential ovens, two microwaves and a gas grill. If you need a special piece of equipment, please call to find out whether we have it. If not, please bring your own. Our kitchen is fully stocked with cookware, bakeware, serve ware, utensils, crockery and cutlery. You are encouraged to use items in our pantry in your meal. Before purchasing items, call or stop by to see if we have an item you can use. Salad dressings, ketchup and mustard are usually available for you to use.

Alcohol is not permitted in the House for consumption **OR** for cooking purposes.

Communicable Disease Policy - For the welfare of the families (and their sick child) we ask that any member of your group does not come to volunteer if they are coughing, feverish, have a runny nose or have been exposed to a contagious disease. Also, if a member of a volunteer's family is sick, we ask that they don't come to the House.

Your Group - Please do not bring more than **10 people TOTAL** to the House to prepare and serve the meal. Our kitchen has limited space and it is overwhelming to our families when there are too many volunteers at one time. Each member of your group will be asked to sign our Liability Release and wear a Meal Program Volunteer badge to identify you to our staff, volunteers and families – there are only 10 badges!

Youth volunteers cannot prepare meals unsupervised. Youth aged 17 and under are welcome to attend as long as they are assisting with the meal preparations and are supervised **AT ALL TIMES** (ideally 4 youth to 1 adult supervisor). Supervising adults will be in the kitchen when ANY minor is preparing food. Small children in a group are counted in the total group number of 10 and must be actively supervised **AT ALL TIMES**. The supervising adult cannot be a high school student.

Dress Code - Closed toe shoes, shirt/blouse/long or short sleeved t-shirt, pants/capris/knee length shorts or skirt. Spaghetti straps, off the shoulder tops, tank tops, suggestive attire, clothing with offensive messages (such as drug or alcohol symbols) are not permitted.



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Arriving at the House and Parking - If you need to drop off supplies/food please drive into the parking lot and ring the doorbell for access. Once you have unloaded, please move your car to a parking location in the street. Parking is available in Potosi Street. Please **DO NOT** park in the office lot at the top of Potosi, this does not belong to RMHC or the front or back of LVAC.

The Kitchen & Meal Preparation - Nearly all cabinets and drawers in our kitchen are labelled. You might want to take a few minutes to familiarize yourself before you begin preparing the meal.

All volunteers **must** to wash their hands and put on gloves, hairnets (& beard nets if needed) before they begin preparing and handling the food. These items will be provided by RMHC must be worn throughout food preparation. Be sure to remove gloves after handling raw meat and put on new gloves to handle food again. Anyone using a cell phone during meal preparation will be required to re-wash their hands and put on new gloves after terminating the call and returning the cell phone back to the personal item storage area.

All food must be served at the proper temperature. Close to the stove tops you will find a guide of recommended temperatures for a variety of foods. Food thermometers are located in a designated drawer. Please time the cooking of your food to be ready at around the same time (6:00pm for dinner, 9.30am for breakfast).

Food and drinks are restricted to the kitchen or dining area. Please do not eat or drink in the Family Games Room or the Living Room. Food can be taken outside to the tables in the court yard or yard, if the dining room is full.

Clean Up - Forty-five (45) minutes after dinner has been served (6pm) or breakfast (9.30am) please condense all food into smaller plastic containers (found in the cupboards close to the oven on the left side of the kitchen) or Ziploc bags. Label these containers with the masking tape, writing on what the food is, the date and the letter "H" (the masking tape and sharpie marker can be found in the drawers in the islands or the upper volunteer cabinet) then store leftovers in the House refrigerators.

Meal groups must wash/dry all large dishes used in preparing the food. There is dish soap next to the sink. Crockery and cutlery may be placed in the dishwashers – please **DO NOT START** the dishwashers.

Place all garbage in trash receptacles (2) that are located in the kitchen area **and** take the trash bags out to the dumpster before leaving. Please ask staff/meal ambassador for more garbage bags.

If you've used our stoves and/or griddles, they **MUST** be cleaned using a special tool – please ask our manager/meal ambassador for the correct way to do this. Also, if you've used the microwaves please wipe them out inside.

Wipe down all countertops and dining room tables. Sweep the dining room and kitchen floors. Mop the kitchen floor. Our House Manager/Meal Ambassador will show you where the mop and bucket is and where to dispose of the dirty mop water.

Talking to Families - Talking, visiting, and eating with the families **IS** permitted. Families love conversing with our volunteers! When talking with a guest family, **DO NOT** ask questions about why they are here, their child's diagnosis, etc. This is an emotional subject that some families may not feel comfortable talking about. Often times, families will choose to tell you about their situation unprompted. If they do so, it is then appropriate for you to engage in conversation about it.



Meal Program Guidelines

Confidentiality - Any information regarding the medical, psychological, social, or economic status of a guest or their personal information is **CONFIDENTIAL** and is **NOT** to be disclosed to any person outside the House, other people in your group or to other guest families.

Religion - RMHLV is not a faith-based organization. We welcome people of all faiths. Individuals from many congregations and faiths volunteer at RMHLV and their ministry is demonstrated through their kindness, helpfulness and gift of their time and resources. Do not solicit prayer requests from the guest families, engage in "healing efforts," conduct sessions of prayer, or hand out any religious materials. Guest families do not want to disappoint the volunteers nor decline the offer of prayer; therefore, we depend upon you to respect their privacy.

Social Media - **DO NOT** take any pictures of a guest or guest family. If a guest or guest family is in your picture, you are **NOT** permitted to post it on to your personal social media account(s). Some families (but not all) sign a release form for RMHLV to take and post/use for marketing purposes, but not for volunteers to post on their personal pages. Feel free to share RMHLV social media posts of guests or guest families to your personal account– as long as it shows that the post came from RMHLV first! We love when our posts are shared with others because it helps expand the reach of our mission. **Please contact the Volunteer Manager if you have any questions regarding social media.**

Media Consent - We love to take pictures of our volunteers in action, so please read and agree to our media consent on our liability release. We may want to use pictures for special media or marketing and that requires each person in your group to sign a media consent form. **If you or anyone in your group has an opposition to this media consent, please contact the Volunteer Manager prior to your scheduled date.**

Volunteers must NOT:

- Smoke on RMHC property
- Assume responsibility for a guest child.
- Provide transportation to any guest.
- Be alone with any guest in his or her room.
- Engage in inappropriate activity with any guest.
- Engage in **ANY** social activity with guest family unless it is a pre-planned, RMHLV sponsored/approved event.
- Give legal or medical advice or assist families in obtaining services.
- Enter into a financial or legal agreement including loans or borrowing money with any guest.
- Impose religious or political beliefs
- Post pictures of guests on personal social media accounts

FAQs

When are meal times?

- Breakfast should be ready by 9:30 a.m.
- Dinner should be ready to serve by 6:00 p.m.



Meal Program Guidelines

What time can we arrive at the House?

To begin preparing breakfast the earliest you may arrive is 8:00am. If dinner groups want to arrive prior to 4pm, please provide the Volunteer Manager with your preferred arrival time and we will try to accommodate you.

How much food do we prepare?

Due to the fluctuating schedules of our families going to and from the hospitals, therapy, doctor's appointments, checking in/out etc., RMHLV cannot provide a head count for the exact number of families that will be present for your meal. Please do not be discouraged if there is a small turnout, as all leftovers are eaten up quickly! Please call our main phone number (702-252-4663 ext. 0) the day before your dinner date and we will provide you with an estimate.