



Meal Program Guidelines

Group Leader Responsibilities - This is the person who signs up the group to prepare the meal. You're responsible for ensuring **ALL** the information we provide to you, is shared to the rest of your group **BEFORE** coming to the House.

Communicable Disease Policy - All volunteers must be completely illness/symptom free (cold, flu, fever, stomach virus, etc.) for at least 14 days prior to volunteering.

PPE etc. – Volunteers entering the House must bring and wear a face mask at all times, answer health questions and have their temperature taken upon entry.

Updated - Group Size - Please do not bring more than 4 people **TOTAL** to the House to prepare the meal. This activity is restricted to adults and minors who are 14 and over.

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

Arriving at the House and Parking – You can park in the House lot to drop off supplies and food. Once you have unloaded, please move your car(s) to a parking location on Potosi Street. Please **DO NOT** park in the (Wedgewood) office lot at the top of Potosi & the front or back of LVAC.

The Kitchen, Meal Preparation & Hygiene - Please familiarize yourself with the kitchen before you begin preparing the meal.

All volunteers **must** put on hairnets (& beard nets if needed, to cover all facial hair), then wash their hands and put on gloves, before they begin preparing and handling the food. These items will be provided by RMHC must be worn throughout food preparation and changed when necessary. Be sure to remove gloves after handling raw meat or going to the bathroom 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. We request that cell phones **NOT** be used during food preparation.

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.

Meal Serving Time & Clean Up - Dinner should be plated into individual containers and ready by 5.30pm – please ensure you clean the kitchen as you go so that you are ready to leave just after 5.30pm. Meal groups must wash/dry all large dishes used in preparing the food. 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.

Updated - If you've used our stoves, ovens or BBQ they should be cleaned after use. Griddles **MUST** be cleaned using a special tool – our manager/meal ambassador will instruct you how to do this. Ensure all burners, griddles, ovens and BBQ are **turned off** before cleaning them and before you leave. Also, if you've used the microwaves please wipe them out inside.

Wipe down and **sanitize** all countertops. Sweep the kitchen floors.



Meal Program Guidelines

Updated - Meeting Families – You may see some of our families in the dining room and kitchen during your food preparation but at this time you will not be able to serve them dinner once it's prepared, but after a long tiring day at the hospital they are grateful for the food you are making for them.

Religion - RMHLV is not a faith-based organization. We welcome people of all faiths.

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.

Respect – Please remember you're in someone's home and we request that the noise level is kept to an appropriate level. We have bedrooms above the kitchen, so excessive noise can disturb guests who are trying to rest. We want you to have an enjoyable volunteer experience but any groups who are loud or disruptive will be reminded of this noise policy.

Volunteers must NOT:

- Smoke on RMHC property
- Be alone with any guest in his or her room
- Enter into a financial or legal agreement including loans or borrowing money with any guest
- Impose religious or political beliefs
- Provide transportation to any guest.
- Give legal or medical advice or assist families in obtaining services
- Engage in inappropriate activity with any guest
- Post pictures of guests on personal social media accounts

Other Information

Arrival time at the House? - Dinner should be ready to serve by 5:30pm, but your arrival time will depend on how long it takes you to prepare the food. If you should need to arrive before 3:30pm please contact us to arrange this.

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. Please call our main phone number (702-252-4663 ext. 0) the day before your meal date and we will provide you with an estimate.

Food Safety - RMHC Global Guidelines require meals be prepared **at** the Ronald McDonald House from unopened packaged ingredients. If you are bringing in frozen foods, they should 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.**

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 and crockery. 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.

See our FAQs for further info. If you still have questions, give us a call or send us an email.