



Dinner Program

FAQ's & Participation Requirements

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

Volunteers will have their temperature taken upon arrival at the RMHCLV location. We are implementing these measures to ensure the health of everyone at our House.

Volunteers must always bring and wear a facemask (which must cover their nose & mouth) while preparing and serving food. Adult participants must bring a photo ID (driver's license) to enter the House.

What can we cook? Your group must provide a menu once your date has been confirmed. We will provide you with meal suggestions to give you some ideas. The meal should be balanced and include an entrée, starch, vegetables and/or salad and a dessert. We request that you do not prepare any pasta dishes or tacos as these are our standby meals when groups cancel at the last minute and we cannot fill the date. Also soup and sandwiches or soup and salad are not considered dinner entrees.

Do we have to purchase the food for our meal? Yes, groups are required to purchase the ingredients for the meal they are preparing. We may have some pantry staples which you can use in the meal, but we cannot guarantee it. Check with us to find out.

Do we need to provide drinks? You do not need to provide drinks; our families have access to coffee, tea, juice, milk and soda.

Can I cook the food in my own home kitchen? No, RMHC Global Food Safety Guidelines specify no food can be prepared offsite unless it comes from a commercial kitchen and is kept at the proper temperature during transportation. This includes peeling, chopping, marinating, mixing, crock pots etc. Please understand this is of the utmost importance, as we have to adhere to food safety standards.

How many people will we be preparing for? Our occupancy varies from day to day; expect to prepare for 10-25 people. You will be asked to call 24 hours ahead of your date to get a more accurate headcount. You must ensure you have enough food for **all** our guests.

Will we be able to meet the families? You may get to meet some of our families, but many want to spend as much time with their child as possible, and so stay at the hospital until late evening. They then come home and look in the refrigerator for the meal you have prepared, so although you may not see them, they are so grateful not to have to prepare a meal for themselves. Please don't be disappointed if you don't see many of our families.

What cookware and serve ware do you have? Our kitchen is fully stocked with cookware, bakeware and serve ware, but if you require something specific (Instapot etc.), you're welcome to bring

it. The kitchen has 2 commercial stoves, 2 griddles, 4 residential ovens, 2 residential dishwashers, a gas (not propane) grill.

Can we bring in more than 8 people to cook? No – due to the current health situation we have reduced the group size to 8 (eight) people. Additional people who arrive with the group of eight WILL NOT be permitted entry to the House. If you have more than eight people who want to participate in making a meal, please consider signing up for a second date. Due to security reasons, we cannot allow groups to swap people in and out.

Can we bring children in our group? Yes, but they are considered part of the group of 8 and must stay in the kitchen and be actively supervised at all times by an adult from the group.

How long will we be at the House? This is approximately a **3-hour** time commitment. Groups should have the meal ready to serve to our families at 6.00pm. Once they have been served you can begin to clean up any remaining cookware and serve ware, which is typically around 6.30pm.

Is it OK to just prepare the meal then leave? No, groups are required to prepare the meal and it serve to our families or plate it into individual containers and then clean the kitchen before leaving.

Can I join another group who are already signed up to cook? No, sorry we can't add you to another group of people who are cooking.

What if we need to cancel? We hope you don't, but if you do, we ask you provide us with at least 10 days' notice, so that we can try and fill the slot. If you are unable to provide 10 days' notice, please consider a \$100 donation to the House for us to purchase ingredients, having a meal delivered from a local restaurant or providing a restaurant gift card. The donation could be tax deductible. Be sure to have **all** your group committed before signing up for a date – it's unfair to other groups who may have wanted your date, if you sign up and then cancel if some of your group decide not to help. Due to the popularity of our meal programs, groups who no-show or cancel with little notice multiple times, may be excluded from participating in our meal programs.

What is the Dress Code? The dress code is closed toe shoes, pants/capris/knee length shorts or skirt, long or short sleeved shirt/blouse/t-shirt and face mask. Ripped or torn pants/jeans, "short" shorts, spaghetti straps, off the shoulder tops, tank tops, open toe shoes/sandals, face gaiter or bandana are not permitted. Dinner Program participants will be required to wear a hairnet (covering ALL their hair or head), a facemask and gloves while preparing and serving the meal. All facial hair must be covered with a beard net.

Behavior - We encourage this to be a fun and fulfilling time for your group, however groups who are loud and disruptive will be reminded that this is someone's home and bedrooms are located above the kitchen. We would strongly encourage you to hold meetings and social time once you have left the House.