



Ronald McDonald
House Charities®
Greater Las Vegas

Meal Program Guidelines

Group Leader Responsibilities - This is the person who signs up the group to prepare the meal. Be sure to have ALL your group committed BEFORE signing up for a date. You should read the information we provide to you (in the email), and share it with your group **BEFORE** coming to the House.

Communicable Disease Policy - All volunteers must be completely illness/symptom free (cold, flu, fever, COVID, stomach virus, etc.) for at least 14 days prior to volunteering, if you have come into contact with someone who has tested positive for COVID in the last 14 days, please do not come to the House for the activity.

Meal Program Orientation – The Group leader (and one more person from your group) must attend a meal program orientation before coming to prepare the meal. If the Group leader will not be coming with the group to cook, one person who *will be* cooking MUST attend this meeting.

PPE etc. – Volunteers will wear hairnets, (and beard nets if required) and disposable gloves while preparing and serving food.

Liability Releases – Any person under the age of 18 must have our Liability Release signed by their parent/guardian, so the child can volunteer at the event. This signed release **must** be brought on the day of the event or they won't be able to volunteer. Adult individuals will sign this release when they arrive to volunteer.

Group Size - Please do not bring more than **8** people in **TOTAL** to the House to prepare the meal. School and youth groups must have an adult actively supervising them. The 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. The following items cannot be worn to prepare food at RMHC – tops w/spaghetti straps, off the shoulder tops, tank tops, “short” shorts, suggestive attire, clothing w/offensive messages (i.e drug/alcohol symbols), open toe shoes/flip flops.

Arriving at the House and Parking – You can pull into the House parking 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 House lot, the (Wedgewood) office lot at the top of Potosi & the front or back of LVAC.

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. Please do not be offended, we want to ensure our families comfort at ALL times.

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.



Meal Program Guidelines

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), and then wash their hands and put on gloves, before they begin preparing and handling the food. RMHC will provide these items, which must be worn during food preparation and changed when necessary. Remove gloves after handling raw meat, using a cell phone or going to the bathroom and put on new gloves to handle food again after washing your hands. 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 available for use.

Meal Serving Time - Dinner should be ready by 6.00pm. You will be serving our guest families, (similar to cafeteria style – they will request items and you will plate it for them).

Leftovers - Any leftovers must be stored in Tupperware like containers (with a lid) and/or a sealed Ziploc bag, labelled with the food inside, the date it was prepared and the letter “H” (for House) and placed in the refrigerators.

Clean Up – Ideally you will clean the kitchen as you go. 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 two trash receptacles that are located in the kitchen area **and** take the trash bags out to the dumpster before leaving. New garbage bags can usually be found under the kitchen island sinks.

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 inside. Wipe down and **sanitize** all countertops.

Sweep and mop the kitchen floor. (You will be given a clean-up checklist to help you)

Meeting Families – Some of our families may not come down for dinner at 6pm, but after a long tiring day at the hospital they are grateful for the food you are making for them. Your group WILL NOT be able to sit down with our families to eat.

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.

Other Information

Arrival time at the House? - Dinner should be ready to serve by 6.00pm, 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, doctor's appointments, checking in/out etc., RMHLV cannot provide a head count for the exact number of families.



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

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.

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