Ronald McDonald House Charities® Greater Las Vegas

Dinner Program Guidelines

Thank you for volunteering to prepare a meal for the families staying at Ronald McDonald House Las Vegas. Your support helps provide comfort and relief to families caring for a hospitalized child.

Please review the following information and share it with your group before arriving.

Before Your Volunteer Day

Group Leader Responsibilities

The person who signs up the group is considered the Group Leader. The Group Leader is responsible for reviewing these guidelines and sharing them with the entire group before arriving at the House. **At least one member of the group must be 18 years or older.**

Communicable Disease Policy

To protect the health of our families:

- All volunteers must be completely illness/symptom free.
- If you have been exposed to someone who tested positive for COVID within the past 14 days, *please do not attend*.

Meal Program Orientation

All volunteers will participate in a brief orientation upon arrival.

We also offer optional Meal Program Orientation sessions twice per month where you can see the kitchen, learn the process, and ask questions. To RSVP, email: kimberly@ronaldmcdonaldhouselv.org.

Group Size

Due to the size of our kitchen, groups may include **up to 10 volunteers** total.
If your group has more than 10 people, please consider signing up for an additional date.
Children may participate but *count toward the 10-person limit and must be supervised by an adult from your group at all times*.

Parking

You may pull into the House parking lot briefly to unload supplies. After unloading, please park on the street (Potosi St.). Parking in the House lot is reserved for families staying at the House.

Please do not park in:

- The House parking lot
- The office lot next door
- The LVAC parking lot

Purchasing Food

Groups are responsible for purchasing all ingredients for the meal they prepare. We may have a few pantry staples available, but *this is not guaranteed*. You may bring your own drinks, but the House provides coffee, tea, juice, milk, and soda to families.

Planning Your Menu

Please submit your menu when requesting your date, or at least 3 weeks before your visit.

Meals should include: ♥ An entrée ♥ One or more sides ♥ Optional dessert

Pasta dishes are common, so they are discouraged but not prohibited. You may check the meal calendar on our website to avoid duplicating another group's menu.

How Much Food Should We Prepare?

Our occupancy varies weekly. Please email kimberly@ronaldmcdonaldhouselv.org a few days before grocery shopping to receive the current headcount.

If your group plans to eat as well, please include that number in your total.
Please do not overprepare, as refrigerator space for leftovers is limited.

♥ Food Safety Requirements

Food Preparation

All meals must be prepared at the Ronald McDonald House using unopened packaged ingredients.

Food cannot be prepared at home or in an office kitchen, including:

♥ Chopping ♥ Mixing ♥ Marinating ♥ Crockpot preparation

Food prepared in commercial kitchens (restaurants, grocery stores, caterers) may be brought in.
We cannot accept leftovers from other events.

Proper Food Storage

When bringing food to the House:

- ♥ Frozen items should be frozen solid
- ♥ Refrigerated items should be cold
- ♥ Packaged items must be sealed and unexpired

Personal Protective Equipment (PPE)

While preparing and serving food, volunteers must wear:

- ♥ Hairnets (covering all hair)
- ♥ Beard nets (if applicable)
- ♥ Disposable gloves

These will be provided by RMHLV.

Hygiene Guidelines

Before handling food:

💛 Put on hairnet (and beard net if needed) 💛 Wash hands thoroughly 💛 Put on disposable gloves

Gloves must be changed after:

💛 Handling raw meat 💛 Using a cell phone 💛 Using the restroom

Please avoid using cell phones during food preparation.

💙 Kitchen & Cooking

Kitchen Equipment

Our kitchen includes:

- 💛 2 commercial stovetops
- 💛 2 griddles
- 💛 4 residential ovens
- 💛 2 microwaves
- 💛 Gas grill

The kitchen is stocked with cookware, bakeware, utensils, and serving dishes. You may bring your own equipment if needed. *Alcohol is not permitted in the House for consumption or cooking.*

Arrival Time

Dinner should be ready to serve by 6:00 PM.
Groups typically arrive around 4:00 PM, depending on the preparation time required.
If you need to arrive before 3:30 PM, please contact us in advance.

Serving the Meal

Dinner is served cafeteria-style.

Volunteers will:

💛 Plate food for families 💛 Serve families first 💛 Eat after families have been served

Not all families may come down to eat during your visit. Many remain at the hospital and enjoy the meals later in the evening. *Even if you don't see them, your meal is deeply appreciated.*

Leftovers

Leftovers should be stored in individual pre-packaged containers using House containers.

Each label must include:

💛 Name of the dish 💛 Date prepared 💛 The letter "H" (for House)

Because refrigerator space is limited, any excess food may need to be taken home or discarded.

Cleaning the Kitchen

Before leaving, groups must:

- Wash and dry large cooking dishes
- Place plates and utensils in dishwashers (please do not start them)
- Wipe down and sanitize countertops
- Clean microwaves if used
- Sweep and mop the kitchen floor

If stoves, ovens, BBQ, or griddles were used:

- Clean with water only
- Staff will show you how to clean the griddles

All appliances must be turned off before leaving.
Trash should be tied and placed in the grey bin outside the back pantry door.

General Guidelines

Dress Code

For safety and food preparation requirements, volunteers must wear:

- Closed-toe shoes
- Pants, capris, or knee-length shorts/skirt
- Short or long-sleeve shirt

The following are not permitted:

- Flip flops or sandals
- Sleeveless tops
- Very short shorts
- Ripped or torn clothing
- Clothing with offensive or inappropriate messages

Respect for Families

Please remember that the House is a home for families.
Bedrooms are located above the kitchen, so we ask that volunteers keep noise levels respectful.

Volunteer Conduct

Volunteers may not:

- Smoke on RMHLV property
- Be alone with a guest in their room
- Provide transportation to guests
- Offer legal or medical advice
- Enter financial agreements with guests
- Impose religious or political beliefs
- Post photos of guest families on personal social media
- Please respect the privacy and comfort of all families.

Liability & Media Consent

All volunteers must sign a Liability Release upon arrival.

Participants under 18 must have a parent or guardian signature. If a parent is not present, the signed form must be brought with the volunteer.

A Media Consent form is also included in the release. *RMHLV may take photos of volunteers for marketing or social media purposes.*

Questions?

If you have questions about the Dinner Program, please contact:

Kimberly Garcia
kimberly@ronaldmcdonaldhouselv.org
(702)252-4663 Ext.2221