Ronald McDonald House Charities®
Greater Las Vegas

Meal Program Guidelines

Group Leader Responsibilities - This is the person who signs the group up to prepare the meal. Please be sure to read the information that we provide to you in the confirmation, and the FAQ's, and share it with your group before coming to the House to cook.

Communicable Disease Policy - All volunteers must be completely illness/symptom free to volunteer. If you've 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 – We currently hold two meal program orientations per month. The 1st Tuesday of each month, and the 2nd Wednesday of each month. This orientation will show you what to expect when cooking. We will show you the kitchen, explain the process, and answer any questions you may have. To RSVP to an orientation, please email kimberly@rmhlv.org.

How much food do we prepare? Since our headcounts fluctuate from week to week, please check in with Kimberly at kimberly@rmhlv.org a few days before grocery shopping to get the most up-to-date headcount.

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

Liability Releases – All volunteers will sign our Liability Release upon arrival. Parents will sign on behalf of their children. However, any person under the age of 18, whose parent is not present (i.e. cooking with a school group, etc.), *MUST* have our Liability Release signed by their parent/guardian and bring it with them. You can access the form here.

Group Size – The maximum number of volunteers is 8, due to the size of the kitchen. 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 – *Any* sleeveless tops, "short" shorts, suggestive attire, clothing w/offensive messages (i.e drug/alcohol symbols), open toe shoes/flip flops.

Parking – You can pull into the House parking lot to drop off supplies and food. Once you've unloaded, please move your car(s) to the cul-de-sac on Potosi St. Please do NOT park in the House lot, the office lot next door, or the 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 – Meals MUST 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-off of leftovers from another event.**

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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 email us 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, though we cannot guarantee it. Alcohol is **not** permitted in the House for consumption **or** for cooking purposes.

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 – please ask at our Reception for these.

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). Please serve our families first, then your group may eat.

Leftovers - Leftovers must be stored in our individual Tupperware containers (with a lid) as a pre-packaged meal. Labels will contain the food inside, the date it was prepared, and the letter "H" (for House). **IMPORTANT NOTE: We have limited space for leftovers. So please do not over prepare, and please do not bring any bulk items with the intention of leaving them behind.** Any abundance of food, that we cannot store in our fridge, will need to be taken home with you or thrown away unfortunately.

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.

Please put trash (in tied trash bags) directly in the grey bin outside the back pantry door during clean-up. When you open the pantry door, the grey bin is located straight ahead, against the wall, behind the basketball hoop. Once complete, please re-lock the pantry door.

If you've used our stoves, ovens or BBQ they should be cleaned after use. Please clean **WITH WATER ONLY**, no chemicals. Griddles **MUST** be cleaned using a special tool – our staff 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/Swiffer the kitchen floor (You will be given a clean-up checklist to help you).

Meeting Families – You may get to meet some of our families, but many stay at the hospital, with their child, until late evening. Then they come home and look in the refrigerator for the meal you have made. **IMPORTANT NOTE: Some days are better than others at the Hospital, so some of our families may not want to be around people at the moment. However, they WILL come down late at night and heat up the food you've prepared and then tell us how amazing it was. They're extremely grateful. So don't be discouraged if not many of our families show up to eat while you're here.**

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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 which is on the back of 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? (Repeat, because it's important) - Since our headcounts fluctuate from week to week, please check in with Kimberly at kimberly@rmhlv.org a few days before grocery shopping to get the most up-to-date headcount.

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.