



RMHC<sup>®</sup>  
Greater Las Vegas

## RMHC of Greater Las Vegas Meal Program Guidelines

Thank you for signing up to provide and prepare a meal for our families. While we know you want to meet the families you are cooking for, our families' schedules can vary and you may not see many families during breakfast or at dinner. In the evening, they will come back to the House after you have left and look in the refrigerators for leftovers from your meal. They are very grateful that they do not have to prepare a meal for themselves after a long day sitting at their child's bedside. We encourage your group to sit and eat with our guests, provided you have made enough food for both our guests and your group.

Group Leader Responsibilities - This is the person (& the adult supervisor of a youth group) who signs up the group to prepare the meal.

As the group leader, you are responsible for relaying **ALL** this information to your group as it is very important that EACH volunteer adheres to these guidelines. Feel free to email it out to them prior to your designated meal date or arrive early on the date of your meal and read over it all with them, etc. and get their acknowledgement of understanding before your designated volunteer time. **We require the Group Leader of a new group to come to the House at least a week before their date to attend a short Dinner Program orientation.**

### **(VERY) Important Information:**

As per RMHC Global Guidelines, meals must be prepared **at** the Ronald McDonald House from unopened packaged ingredients, delivered in their proper condition. For instance, frozen foods must still be frozen solid, refrigerated items cold and canned boxed items sealed with the expiration date printed on them. You are 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.

You will have access to two commercial stove tops, two griddles, four residential ovens, two microwaves and a gas grill. However, if there is a special piece of equipment you need, 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, crockery and cutlery. You are encouraged to use items in our pantry in your meal. 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.

If you are not able to prepare the meal in our kitchen, 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 or food prepared in your home or office kitchen.**

Alcohol is not permitted in the House for consumption **OR** for cooking purposes.

For the welfare of the families (and their sick child) we ask that any member of your group does not come to volunteer if they are coughing, feverish, have a runny nose or have been exposed to a contagious disease. Also, if a member of a volunteer's family is sick, we ask that they don't come to the House.

Court ordered community service hours cannot be performed with a dinner group.

### **Your Group**

Please do not bring more than **10** people **TOTAL** to the House to prepare and serve the meal. Our kitchen has limited space and it is overwhelming to our families when there are too many volunteers at one time. You're not allowed to swap people in and out, we need to know how many people are in the House for safety reasons.

Each member of your group will be asked to sign our Liability Release and wear a Dinner Program Volunteer badge to identify you to our staff, volunteers and families – there are only 10 badges!



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You will be shown the place to store purses, bags, coats, cell phones during meal preparation.

Youth volunteers cannot prepare meals unsupervised. Youth aged 17 and under are welcome to attend as long as they are assisting with the meal preparations and are supervised **AT ALL TIMES** (4 youth to 1 adult supervisor). If you are bringing small children, they are counted in the total group number of 10 and must be actively supervised **AT ALL TIMES**. The supervising adult cannot be a high school student. Adults cannot be in the kitchen while children in the group are playing in another room.

### Arriving at the House and Parking

If you need to drop off supplies before you park, please drive into the parking lot and ring the doorbell. This is a secure facility and staff/volunteers will have to let you in. If need be, there are carts that you are welcome to use. Once you have unloaded, please move your car to a parking location in the street.

You may park in Potosi Street or Mohawk Street. Please **DO NOT** park in the office lot at the top of Potosi, this does not belong to RMHC.

### The Kitchen, Meal Preparation & Clean Up

All cabinets and drawers in our kitchen are labelled. You might want to take a few minutes to familiarize yourself before you begin preparing the meal.

All volunteers are required to wash their hands and put on gloves and hairnets on before they begin preparing and handling the food. Hairnets will be provided by RMHC must be worn throughout food preparation. Gloves and hairnets are located on the counter next to the stereo. There are also aprons available for your group to use and beard nets for anyone with a beard.

Gloves **MUST** be worn while preparing food. Please be sure to remove gloves after handling raw meat 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.

And....**please** don't allow anyone to sit on the counter tops.

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. Directions on how to operate the wall ovens are in the located inside the cabinet doors just above the ovens.

Please time the cooking of your food to be ready at around the same time (6:00pm).

Food and drinks are restricted to the kitchen or dining area. Please do not eat or drink in the Family Games Room or the Living Room. Food can be taken outside to the tables in the court yard or yard, if the dining room is full.

Meal groups must wash/dry all large dishes used in preparing the food. There is dish soap next to the sink. Crockery and cutlery may be placed in the dishwashers – please **DO NOT START** the dishwashers.

Forty-five (45) minutes after dinner has been served (6pm) or breakfast (9.30am) please condense all food into smaller plastic containers (found in the cupboards close to the oven on the left side of the kitchen). Label these containers with the masking tape, then write on what the food is, the date and the letter "H" (the masking tape and sharpie marker can be found in the drawers in the islands) and store in the House refrigerators.



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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/volunteer for more garbage bags.

If you've used our stoves and/or griddles, they **MUST** be cleaned using a special tool – please ask our manager for the correct way to do this. Also, if you've used the microwaves please wipe them out inside.

Wipe down all countertops and dining room tables. Sweep the floors and then mop. Our House Manager will show you where the mop and bucket is located and will show you where to dispose of the dirty mop water.

Before you leave...Please make sure that someone with your group fills out Donation Form and every member of your group has signed our liability release, (this can be found in the Meal Program binder) and returns the Dinner badges to the binder. This is a way for us to process your donation of time and food.

### Volunteers must **NOT**:

- Smoke inside the building. Smoking is only permitted off property (in the cul-de-sac or on Mohawk St.)
- Give gifts or gratuities to any particular guest (bringing goodies for everyone is fine, bringing a gift for one child is not).
- Assume responsibility for a guest child.
- Provide transportation to any guest.
- Be alone with any guest in his or her room.
- Engage in inappropriate activity with any guest.
- Engage in **ANY** social activity with guest family unless it is a pre-planned, RMHLV sponsored/approved event.
- Give legal or medical advice or assist families in obtaining services.
- Enter into a financial or legal agreement including loans or borrowing money with any guest.
- Impose religious or political beliefs (see below).
- Post pictures of guests on personal social media accounts (see below).

### Talking to Families

Talking, visiting, and eating with the families **IS** permitted. In fact, families love conversing with our volunteers! When talking with a guest family, **DO NOT** ask questions about why they are here, their child's diagnosis, etc. This is an emotional subject that some families may not feel comfortable talking about. Often times, families will choose to tell you about their situation unprompted. If they do so, it is then appropriate for you to engage in conversation about it.

### Confidentiality

Any information regarding the medical, psychological, social, or economic status of a guest or their personal information is **CONFIDENTIAL** and is **NOT** to be disclosed to any person outside the House, other people in your group or to other guest families.



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### Respect

You will encounter people of diverse backgrounds and value systems. Regardless of your own political, religious, and/or world view, you **MUST** demonstrate respect for all staff, volunteers, guest families and donors. This includes not imposing any political or religious views (see below).

### Religion

RMHLV is not a faith-based organization. We are an agency that welcomes people of all faiths. Individuals from many congregations and faiths volunteer at RMHLV and their ministry is demonstrated through their kindness, helpfulness and gift of their time and resources.

While speaking with a guest family, showing concern for them and compassion for their pain is appreciated but engaging in prayer services is not appropriate. Telling a guest family that you will remember them in your prayers is a welcome thing, but to facilitate a prayer service is intrusive of their privacy. We ask that you not solicit prayer requests from the guest families, engage in “healing efforts,” conduct sessions of prayer, or hand out any religious materials.

Guest families do not want to disappoint the volunteers nor decline the offer of prayer; therefore, we depend upon you to respect their privacy.

### Social Media

**DO NOT** take any pictures of a guest or guest family without the families’ permission. If a guest or guest family is in your picture, you are **NOT** permitted to post it on to your personal social media account(s). If you are a part of a group and that group has a social media page (i.e.: the “Alpha Delta Pi- UNLV” page on Facebook), you are permitted to post pictures of your group with a guest or guest family **SO LONG AS** you obtain permission **from that guest family**, prior to posting.

Some families (but not all) sign a release form for RMHLV to take and post/use for marketing purposes, but not for volunteers to post on their personal pages. We want our environment in the House to be stress-free, and we don’t want to put a volunteer or a family in an awkward position. Feel free to share RMHLV social media posts of guests or guest families to your personal account– as long as it shows that the post came from RMHLV first! We love when our posts are shared with others because it helps expand the reach of our mission. **Please contact the Volunteer Manager if you have any questions regarding social media.**

### Media Consent

We love to take pictures of our volunteers in action, so please read and agree to our media consent below. We may want to use pictures for special media or marketing and that may require each person in your group to sign a media consent form. We will discuss this with you, if needed.

On behalf of my volunteer group, I agree and authorize Ronald McDonald House Charities of Greater Las Vegas and its employees, agents and directors to photograph or video tape me and my group while my group and I are visitors at the Ronald McDonald House in Las Vegas. I/we understand that these images or audio/video may be used to document or promote the work of Ronald McDonald House Charities in various promotional media, including print, radio, social media, television, or the internet.



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On behalf of my volunteer group, I relinquish all future rights and privileges to these images, negatives, videos, or tapes. This consent will remain in effect unless withdrawn by me in writing and hand delivered or delivered by registered or certified mailed, return receipt requested to the Executive Director of Ronald McDonald House Charities of Greater Las Vegas.

**If you or anyone in your group has an opposition to this media consent, please contact the Volunteer Manager prior to your scheduled date.**

### FAQs

When are meal times?

- Breakfast should be ready by 9:30 a.m.
- Dinner should be ready to serve by 6:00 p.m.

You may arrive as early as 8:00am to prepare breakfast. If dinner groups want to arrive prior to 4pm, please provide the Volunteer Manager with your preferred arrival time and we will try to accommodate you.

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 that will be present for your meal. Please do not be discouraged if there is a small turnout, as all leftovers are eaten up quickly! Please call our main phone number (702-252-4663 ext. 0) the day before your dinner date and we will provide you with an estimate.

What do we prepare/bring?

You will be required to provide your menu (for dinner) within two (2) weeks of your confirmation.

Dinner should include: entrée, one or two sides(one starch, one vegetable) and/or green salad (mixings/dressings kept separate), a bread (rolls, toast, etc.) a dessert. Guest families have access to a vending machine here at RMHLV so bringing soft drinks is not necessary. We have many condiments and salad dressings, please utilize ours before purchasing any. Stumped on what to make? Check out our Meal Ideas sheet included with your confirmation. Also, please choose a menu other than pasta with red sauce and tacos (everyone's first thoughts for a large group). These are dishes that we can provide to our families if a dinner group cancels at the last minute. Contact the Volunteer Manager with any questions.

We encourage groups to use the "real" plates and cutlery for the meals, but we do have paper goods you can use and welcome additional donated paper plates (not Styrofoam), cups, paper towels and plastic cutlery. You are welcome to bring table decorations for 5/6 dining tables.