



Keeping families close™

# Meals that Heal: Guidelines & FAQ

*We have increased our Meals that Heal guidelines in the wake of COVID-19. These parameters prioritize the safety of our families, volunteers and staff alike, so all groups must abide by these rules in order to participate. Thank you for serving our families during this time!*

## Participation Requirements:

- **Cooking groups may include a maximum of twelve (12) volunteers.** Everyone who comes with your group will count toward this total and must be there to actively participate.
- **Volunteers must be at least 15 years old.** Any groups including minors must have at least one adult volunteer, per 4 teenagers, (18+ years old) present and participating.
- **All volunteers must be completely illness/symptom free (cold, flu, fever, stomach virus, etc.)** Participants will complete a health questionnaire and temperature reading upon arrival at the House.
- **Volunteers must wear face masks, gloves, wear closed toe shoes and hair ties.** Participants must bring masks and hair ties, and RMHD will provide gloves. Additional health practices during participation will include frequent hand washing and changing gloves; and, no face, hair or phone touching.
- **All members of the cooking group must wear an apron.** RMHD provides these aprons and they can be found in the closet located at the back of the kitchen.
- **Volunteers must be fully vaccinated.** We ask that volunteers bring proof of COVID-19 vaccination each time they come to cook a meal. We will not record any information, we just need to visually verify that you have been vaccinated.
  - Please Note: Per the CDC, fully vaccinated is defined as being at least two weeks after receipt of a final dose of a COVID-19 vaccine.
- **We have guaranteed our families that there will be food at the House for every meal.** Due to this, we ask that once you sign up for a meal, you stick to this date. We understand that things come up, but if you cancel less than 2 weeks before your cooking date, we ask that you cover the meal in some capacity - ordering pizza, Jimmy John's, etc.

## Food Safety:

- **Cooking On-Site:** Your group will receive direction from our Food Service Coordinator to safely prepare, cook and assemble all food in the House kitchen. Your group is in charge of buying the ingredients, prepping them, cooking here on-site on your volunteer date. **Under no circumstances can we accept food made at home.** We can only accept food made in a commercial kitchen such as Kroger's, Sam's, or a restaurant.
- **Safety Practices:** Volunteers must practice good food safety hygiene, including frequent hand-washing, eliminating cross contamination/raw foods, wearing hairnets/hair ties, face masks and gloves, etc. All refrigerated items should stay chilled as long as possible, and food in the kitchen should always be covered.



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### Meal Service and Clean Up:

- **Packing Meals:** To reduce the spread of germs, volunteers will pack all prepared food into individually sized containers for families to enjoy either during or after the mealtime. These containers are provided by RMHD.
- **Meal Requirements:** Each menu should consist of an entree, 1-2 sides, salad/vegetable and dessert. We do not cook around allergies or dietary restrictions.
- **On-Site Dining:** At this time, our House dining room is currently open. RMHD families often have inconsistent schedules due to patient treatments and may not be available to eat while your group is on-site. We never know and cannot predict how many children and families will be at the house at any given time. For safety reasons volunteers are not currently able to dine at the House.
- **Clean Up:** Participants are responsible for thoroughly cleaning the kitchen as part of our Meals that Heal volunteerism. Cleaning instructions will be provided by our House staff, and all volunteers are expected to stay until clean-up is complete.

### Volunteer Expectations:

We strive to create a safe, welcoming and respectful environment for our families, staff and volunteers alike. As such, we expect volunteers to adhere to the following:

- Bring compassion and respect to your volunteerism. Ensuring that we live our mission, “We exist so families can get better together,” is of utmost priority.
- We welcome volunteers, staff and families of all backgrounds, races and religions. Please exclude any personal religious influences while on-site to ensure a welcoming space for all.
- You may take photos of your group only, and must thoroughly wash your hands upon taking pictures or using your phone. You may not take photos or videos of RMHD families.
- Volunteers are prohibited from exchanging personal information or soliciting services to our families.
- We are SMOKE FREE! Smoking is not allowed on our campus.

### Kitchen Rules:

- The ovens take 20 minutes to pre-heat. Please be sure to first turn on the oven if it's needed.
- All volunteers must wash their hands before preparing the food. There is a hand washing sink located in the back of the kitchen next to the ice machine.
- Gloves must be worn when preparing food, but please be sure to remove gloves when cleaning.
- If you have hair that goes past your shoulders, **please be sure to tie it back.**
- For health and safety reasons, all cooks must wear closed toed shoes, **no sandals allowed.**
- Please be sure to clean the kitchen before you leave. it should look the same way you found it.

### Frequently Asked Questions

**What is the maximum number of volunteers per group?** Groups have a maximum group size of twelve (12) volunteers.

**I have extra volunteers or children who want to attend, can they still come and watch without volunteering?** No – everyone who comes with your group should be there to actively volunteer. Children or adults beyond the maximum group size of twelve volunteers are not able to attend.

**How long is my group expected to be at the House?** Groups should plan to volunteer for four hours. You have about 2.5 hours to cook, and then must complete all meal packing, serving and clean up. The exact timing of each opportunity differs by group. *Please note – groups must clean up after serving our families, so all volunteers should expect to be at the House until all clean-up is complete.* Lunch is served from 12-1 p.m. and Dinner is served from 5:30-6:30 p.m.

**Will there be an orientation?** Yes. If your group has not cooked a meal here before or it has been longer than a year since you have cooked, you are required to attend an orientation. These will be done the day of your scheduled meal. We ask that the team lead arrives 30 minutes early to go over the orientation with our Food Service Coordinator.

**Do I need to bring my own dishes, serving utensils, plates, kitchen tools, etc.?** The House provides all dishes, drink ware, cutlery, and kitchen equipment needed to prepare your meal. We also have a beverage bar with milk, tea and water for our families.

**Is RMHD staff on-site during Meals that Heal volunteerism?** Yes, there will always be RMHD staff present to answer questions, get you situated in the kitchen and ensure everyone is participating in a safe manner. In addition, our Food Service Coordinator will provide direction throughout your entire volunteer time.

Our staff will check-in with each group to facilitate glove-changing, hand washing, proper social distancing and to ensure that all safety measures are being upheld.