



Keeping families close™

# Meals that Heal: Guidelines & FAQ

*Ronald McDonald House of Dallas is keeping families together, inspiring strength, and giving love and support to families whose children are receiving essential medical care. To ensure a safe and enjoyable experience for all families and volunteers, our kitchen is recognized as a professional kitchen in the City of Dallas and therefore must follow all health and safety regulations that any other restaurant does.*

## Participation Requirements:

- **Cooking groups may include a maximum of twelve (12) volunteers.**
- **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.)** All volunteers must check in upon entry to the house by presenting a valid driver's license, completing our check in application and health questionnaire.
- **Volunteers must wear gloves, closed toe shoes; and long hair must be tied up.** Additional health practices during participation will include frequent hand washing and changing of 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.
- **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, please consider providing a meal in some capacity – having a meal catered, ordering pizza, or a monetary donation.

## Food Safety:

- **Cooking On-Site:** Volunteer groups will receive direction from our Culinary Team to support the safe preparation, cooking and the assembly of all food in the House kitchen. Meal groups are responsible for 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 handwashing, eliminating cross contamination of raw foods, wearing hairnets/hair ties, and gloves, etc. A Culinary Team member will assist in making sure food is stored at the proper temperatures before, during and after service.



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### Meal Service and Clean Up:

- **Serving Meals:** We ask that volunteer groups serve the meals to prevent cross contamination and ensure proper health and safety protocols are being followed.
- **Meal Requirements:** Each menu should consist of an entree, 1-2 sides, salad/vegetable and dessert. A balanced meal should consist of a protein, a starch, and a vegetable. We do not cook around allergies or dietary restrictions.
- **On-Site Dining:** Our House dining room is open. RMHD families often have inconsistent schedules due to patient treatment 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. Occupancy varies daily, the total number of people served at any meal can fluctuate day to day, we keep updated expectation numbers on the house website.
- **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 the clean-up is complete.

### Volunteer Expectations:

We strive to create a safe, welcoming and respectful environment and experience for our families, staff and volunteers alike. As such, we expect anyone entering the house kitchen to:

- Remember that 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.
- Please refrain from the use of crude or vulgar language.
- You may take photos of your group only and must thoroughly wash your hands after 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. The hand washing sink is located at 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.**
- Rings may only be worn in the kitchen if they are a plane band (metal or rubber) as the stone may rip through a glove and contaminate the food.
- Knives may only be washed by hand. Please do not place knives in the dishwasher or 3 compartment sinks.
- 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?** We allow up to 12 people in each cooking group.

**I have extra volunteers or children who want to attend, can they still come and watch without volunteering?** Only 12 people are allowed in the kitchen at a time, however there are other volunteer opportunities available at the house.

**How long is my group expected to be at the House?** Groups should plan to volunteer for four hours. Groups have approximately 2 hours to cook, 1 hour for service and 1 hour for cleanup. 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 the clean-up is complete.* Breakfast is served from 7-8 a.m. Monday through Friday and from 8-9 a.m. Saturday and Sunday, *Lunch* is served from 12-1 p.m. and Dinner is served from 5:30-6:30 p.m.

**Will there be an orientation?** All groups will receive a brief orientation from a member of our culinary team addressing the health and safety rules for preparing a meal in the house kitchen and going over anything that may have changed since a group last cooked with us.

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

**Are 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.

A member of our culinary team will check-in with each group to facilitate glove-changing, hand washing, distancing and to ensure that all safety measures are being upheld.