Ronald McDonald House® Dallas

Meals That Heal

Thank You for Supporting Our Meals That Heal Program! Your participation brings comfort to our families, who return from long, stressful days at the hospital to find a warm, home-cooked meal waiting for them. By preparing and serving a meal at RMHD, you are helping us make a meaningful difference in their lives.

Program Details

Participation Guidelines

- **Ideal Group Size**: 6–8 volunteers. We welcome groups of 4–12, but cannot accommodate more than 12 people.
- **Health Requirement**: All volunteers must be free of any illness or symptoms (e.g., cold, flu, fever, stomach virus, etc.).
- **Dress Code:** Please wear closed-toe shoes and gloves (provided by RMHD). Long hair must be tied back. Aprons are required for all group members (provided by RMHD).
- **Age Restriction:** No children under 15 are allowed in the kitchen.

Payment

Each group that participates in our Meals That Heal program makes a tax-deductible donation to our House. This donation goes toward covering the cost of the groceries needed for the meal being prepared. Our culinary team will provide all the needed ingredients for the meal. The donation amounts are as follows:

$300 for Breakfast | **$400 for Lunch** | **$500 for Dinner**

Donations for all meals can be made via credit card or electronic check only. An email with your tax receipt for the full amount of your donation will be mailed to the individual or corporation on the credit card/electronic checking account used to complete the donation.

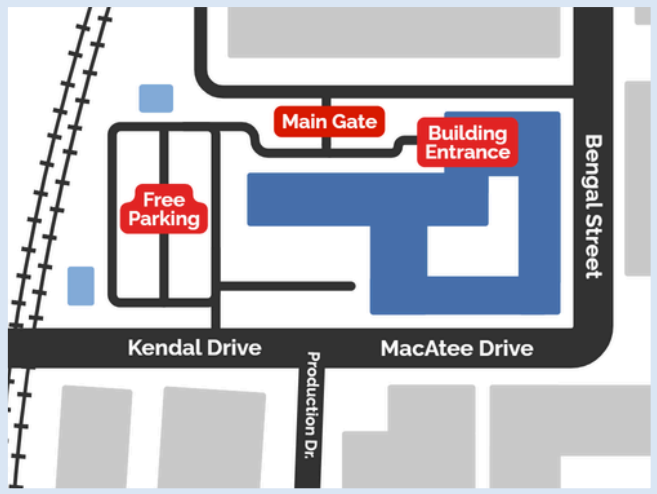
Cancellation Policy

To cancel and reschedule your meal reservation more than two weeks before your scheduled date, please contact us at mealsthatheal@rmhdallas.org. If you need to cancel within one week of your meal, we are unfortunately unable to refund or reallocate your donation. However, your generous gift will still go toward providing a warm, comforting meal for our families on the originally scheduled date. If you need to cancel within 48 hours of your scheduled meal, please call the Front Desk at 214-631-7354.

Day-Of Experience

Arrival and Parking

Our House is located on a gated property, and all volunteers must enter through the main gate, which is accessible via a private driveway off Bengal Street. When you arrive, please press the button on the call box and let our Front Desk know that you are here to volunteer. Once you've been granted access, you may park in any available space toward the back section of our parking lot. After parking, please walk up to the main entrance to check in.



Check-In

All volunteers aged 18 and older must check in at the Front Desk using our Lobby Guard system, which requires a valid driver's license. This system screens all volunteers against the National Sex Offender Registry. If a volunteer does not have a driver's license, another form of government-issued photo ID is required. Minors without a photo ID must be accompanied by a parent or guardian who has one.

Timing

Expect to be with us for three and a half hours. This includes food prep, serving, eating, and cleanup. The specific meal times are listed below.

Meal Shift	Arrival Time	Serving Time	Clean Up
Breakfast	6:00 AM	8:00 AM - 9:00 AM	9:00 AM - 9:30 AM
Lunch	10:00 AM	12:00 PM - 1:00 PM	1:00 PM - 1:30 PM
Dinner	3:30 PM	5:30 PM - 6:30 PM	6:30 PM - 7:00 PM

After all families have been served, volunteers are welcome to sit down and enjoy the meal they prepared, provided there is enough food remaining. We appreciate your understanding and generosity in putting our families first.

Frequently Asked Questions

What is the maximum number of volunteers per group?

We allow up to 12 people in each cooking group.

If I have more than 12 volunteers, can we split the volunteering time into multiple shifts?

We ask that groups do not divide their time in the kitchen into shifts. Volunteer changes can complicate the flow and timing of food prep and can affect the serving time for our families.

Can I bring children under the age of 15 if they will not be in the kitchen?

No, children under the age of 15 are not permitted, even if they will not be in the kitchen. All volunteers must be at least 15 years old to participate in any capacity, including tasks outside the kitchen.

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.

Can I make something at home and bring it to serve during my meal?

No, our kitchen is recognized as a commercial kitchen in the City of Dallas. Because of this, we are prohibited from serving food that was not prepared in a commercial kitchen with the same license.

Can I take photos while I'm volunteering?

Your group is more than welcome to take pictures of yourselves, staff, volunteers, and our building. We ask that you do not take any photos of our families in order to respect their privacy.

Is there anything the volunteers in my group need to do before arrival?

Volunteers do not need to complete any paperwork or background checks in advance. On the day of volunteering, each group member simply needs to bring a driver's license to the front desk for a quick screening against the National Sex Offender Registry.

Kitchen Guidelines

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 commercial kitchen in the City of Dallas and therefore must follow all health and safety regulations that any other restaurant does.

Participation Requirements:

- **Group Size:** Each cooking group may consist of up to 12 volunteers.
- **Age Requirement:** Volunteers must be at least 15 years old. For groups that include minors, at least one adult (18+) volunteer must be present for every four minors.
- **Health and Safety:**
  - Volunteers must be free from illness and symptoms such as cold, flu, fever, or stomach virus. If you are feeling unwell, please refrain from volunteering.
  - Upon arrival, all volunteers are required to check in by presenting a valid driver's license and completing a health questionnaire.
  - Appropriate attire includes wearing gloves, closed-toe shoes, and having long hair tied up. Volunteers are expected to frequently wash their hands, change gloves regularly, and avoid touching their face, hair, or phone while participating.

Volunteer Expectations:

- **Respectful Environment:** RMHD is committed to providing a welcoming, respectful, and inclusive environment for everyone, including our families, staff, and volunteers. We expect all volunteers to demonstrate kindness, respect, and patience while on-site. Volunteers should be mindful of cultural and religious diversity and refrain from any behavior that could be disruptive or exclusionary.
  - **Please avoid any personal religious expression or actions that could make others feel uncomfortable or unwelcome.**
  - **We ask that you refrain from using crude, vulgar, or offensive language while volunteering.**
- **Photography:** You are welcome to take photos of your group during the cooking process. However, after taking photos or using your phone, be sure to thoroughly wash your hands. Please remember that taking photos or videos of RMHD families is strictly prohibited to ensure their privacy.
- **Personal Information and Solicitation:** Volunteers are prohibited from exchanging personal information or offering services to RMHD families. We ask that all volunteers respect the privacy of families and avoid engaging in any form of solicitation.
- **Smoke-Free Environment:** RMHD operates a smoke-free campus. Smoking is strictly prohibited anywhere on the property.

Kitchen Rules and Food Safety:

- **Cooking On-Site:** Volunteers will receive clear instructions and guidance from RMHD's Culinary Team to ensure the safe preparation, cooking, and assembly of food in the kitchen.
- **Hygiene and Safety Practices:** Volunteers must follow strict food safety guidelines, including frequent handwashing, preventing cross-contamination of raw foods, and wearing gloves. A Culinary Team member will be available to ensure food is stored and handled at the proper temperatures at all times.
    - **Handwashing:** It is required that all volunteers wash their hands before preparing food. The designated hand-washing sink is located at the back of the kitchen, next to the ice machine.
    - **Gloves:** Volunteers must wear gloves while preparing food. However, gloves must be removed when cleaning to ensure the kitchen remains sanitary.
    - **Hair:** If your hair is longer than shoulder length, please make sure to tie it back to prevent any hair from coming into contact with the food.
    - **Footwear:** Closed-toe shoes are mandatory in the kitchen for health and safety reasons. Sandals and open-toed shoes are not allowed.
    - **Jewelry:** For hygiene and safety, volunteers may only wear plain bands (metal or rubber) while working in the kitchen. Rings with stones can damage gloves and risk contamination of food.
    - **Aprons:** All volunteers must wear an apron while cooking. RMHD provides aprons, which can be found in the closet located at the back of the kitchen.
- **On-Site Dining:** The House dining room is open for families, but meal attendance can be unpredictable due to varying schedules related to patient treatment. Therefore, the number of people being served at any meal can fluctuate from day to day. Any food that is left over after serving will be individually packaged and placed in our Family Kitchen for guests to enjoy at a later time.
- **Clean-Up:** Volunteers are required to clean the kitchen thoroughly after the meal preparation. Cleaning instructions will be provided by RMHD staff, and volunteers must stay until the kitchen is completely cleaned to ensure a safe and tidy environment.
- **Knives:** Knives should always be washed by hand. Please do not place knives in the dishwasher or the 3-compartment sink, as this can cause damage or contamination.