



Family Dinner & Brunch

What is the Family Meal Program?

The Family Meal Program consists of dinner & brunch preparation for our families staying at RMHC. This program eases the financial burden on our families and helps them have more time to focus on their children. The goal of RMHC is to provide dinner for our families 365 days a year, and brunch on Saturdays and Sundays. Please note, **RMHC Global Guidelines state that all food must be prepared and cooked on site or in a commercial kitchen.**

How many people will I need to participate?

To complete either the brunch or dinner, you will need between 5 and 15 volunteers. All participants must be age 14 or older and in good health. It is RMHC policy that anyone who has exhibited cold or flu-like symptoms or has been recently exposed to an infectious disease will not be permitted to enter the House (Please see Family Meal Program Guidelines for further information). Children age 9 and older will be allowed to participate on Sundays and Holidays, between May 1st and October 1st (to minimize risk of exposure during flu season).

When are dinners and brunches served?

- Family Dinner is served from 6:00–7:00pm in our second floor dining room.
 - It is suggested that a member of your group arrive at the House 2 hours prior to dinner service.
- Saturday & Sunday Brunch is served from 10:30–11:30am, in our second floor dining room.
 - Groups should not arrive at the House before 9:00am, due to limited staff and volunteer support.

Meal Planning

Our most commonly served meals are lasagna, tacos, and pasta. In the winter months, chicken noodle soup and macaroni and cheese are also frequently served. Please consider a different meal to provide a variety of dinners for our guests.

As a general guideline when planning your menu, please providing the following menu items

Required

- A main dish with meat
- Multiple side dishes
- Fresh green salad
- Vegetable side dish
- Beverages
- Fresh fruit
- Bread/rolls
- Dessert

Suggested

- Gluten free option
- Dairy free option
- Whole grain option
- Healthier dessert option
- Vegetarian entrée

In order to best serve our families, we request that you submit your menu at least one week prior to the date you are volunteering, with as many details as possible. This will allow us to advertise your meal to all of the families in the House.

Please note that we cannot guarantee a specific number of participants due to the unpredictable nature of families' schedules, but we do request that you plan to serve **60 for dinner** and **40 for brunch**.

[How do I sign up?](#)

After reading through the Family Meal Program Guidelines and the Food & Safety Guidelines, you can sign-up directly through the RMHC Milwaukee Website. To sign up, follow these steps:

1. Visit our on-line [Family Meal Program Calendar](#) to find an available date. Any day noted as "Open" means the date is available, and we are still looking for volunteers to prepare dinner or brunch on that day!
2. Once you have chosen a date, fill out the [Meal Request Form](#), available on the RMHC website.
3. Submit your completed Meal Request Form and you will be contacted to confirm your date(s).

In preparation of serving at RMHC:

[Food & Safety Guidelines](#)

Ensure that all group members participating in the Meal Program at RMHC Milwaukee read the **Food & Safety Guidelines** prior to arrival.

[Meal Planning:](#)

Please refer to the RMHC Milwaukee website for meal planning recipes and suggestions!

[Dropping off food in advance:](#)

- Food preparation may begin as early as 9:00am, on the day of your scheduled meal.
- Members of your group may drop off food items that will be used in preparation as early as 48 hours in advance of your scheduled meal, between 9:30am-8:30pm.
 - All food dropped off in advance must be labeled. Include the date of your scheduled meal, as well as the group name.

On the day you are volunteering:

[Arriving at the House:](#)

- Arrive at RMHC at least two hours prior to dinner, and an hour and a half prior for brunch.
- Pull your vehicle up to the main entrance.
- Sign in at the Front Office.
 - Everyone entering the House is screened for any current or recent illness.
- Request to speak with the Family Meal Program Coordinator or Manager on Duty to receive direction.
- Request a cart from the Front Office and unload all food.
 - If you require assistance, please ask!
- After unloading your supplies, park your vehicle in the front surface lot, and return to the kitchen.

[Set Up](#)

- Wipe down the serving areas and tables in the dining area with a light soapy water mixture.

Preparation

- All volunteers must begin by washing their hands, and using gloves while serving.
 - It is extremely important that every effort to prevent food borne illness is taken, to ensure that we are providing a safe environment for our families. Please make sure to repeatedly wash hands and change gloves throughout your visit at RMHC Milwaukee.
- **RMHC Global Guidelines state that all food must be prepared and cooked on site or in a commercial kitchen**, so we require all volunteer groups to prepare the food in our chef-style kitchen!
- **Alcohol is not permitted in the House, for consumption or cooking, as part of RMHC House Policies.**

Serving Your Meal

- Check-in with the Front Office a little before 6:00pm (10:30am for brunch), and notify the volunteers that dinner (brunch) is ready to be served.
- Please ensure that all group members are wearing clean gloves and all food items are labeled and have an appropriate serving utensil.
- At 6:00pm serve your meal items from behind the serving counter, allowing families to form a line and receive food.
- Families who are physically present for a meal have first priority to food, but we also accommodate for meals to be put aside for families not present during the designated meal time.
 - Check with the front office for a list of families who have placed a request for a meal to be put aside. After Dinner service, at 7:00pm, please make up a plate of food for the families on the list. To-Go containers should only be used for guests that are taking a meal to the hospital. All other meal requests should be put on a hard plate, labelled, and placed in the **General Use** Refrigerator.
- If your dinner service allows for extra food, please feel free to invite house volunteers and staff to eat as well.

After Your Meal Service

- Please clean up the dining areas after everyone is finished eating.
- Run all dishes through the dishwasher. Note that this is a commercial dishwasher. Review instructions for proper use.
- Tables and seats of chairs must be wiped off after the meal is done.
- If there are leftovers, please take them with you.
- Please speak with the Family Meal Program Coordinator or Manager on Duty if you would like a tour of the House.
- Touch base with the Family Meal Program Coordinator or Manager on Duty to notify them that you are finished with dinner/brunch service.
- Sign out at the front office and return your name badge.

Thank you for supporting the Ronald McDonald House Meal Program. If you have any questions, please contact us:

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