



Ronald McDonald House Charities® Eastern Wisconsin

# Family Meal Guidelines

www.RMHCHOME.org 414.475.5333

Thank you for your interest in the Ronald McDonald House's Family Meal Program! Our Meal Program supports our mission to keep families close together by regularly providing meals at the House. To volunteer for the Family Meal Program, you may choose between preparing and serving Family Dinners, Weekend Brunches, and Lunches-2-Go. To sign up to provide a meal, review the following guidelines and reference our [Calendar of Available Dates](#) on our website. Once you select an available date, please see specific guidelines for the program you choose, and submit the Meal Request Form found on our [website](#).

## Program Overview

- All meals must be fully prepared at The Ronald McDonald House in order to maintain proper health & safety guidelines.
- All volunteers must assist with the cooking/serving process while at the House.

*Everyone participating in the Meal Program must be in good health and infection free. Anyone exhibiting cold or flu-like symptoms cannot enter the House.*

- Please plan to serve 60 individuals for Dinner, 40 individuals for Brunch, and 50 individuals for Lunch.
- A staff member or volunteer will request to take a photo of your group to share on the RMHC Milwaukee Facebook page and/or website, so please notify them if you wish to not have your picture taken.

## Cancellation Policy

In the unfortunate event that your group will be unable to provide your scheduled meal, we would appreciate as much notice as possible. Please contact Maggie Flint, Family Meal Program Coordinator, by calling 414-935-6520, or emailing [familymeals@rmhcmilwaukee.org](mailto:familymeals@rmhcmilwaukee.org). For cancellations less than 48 hours before the meal is served, please call 414.475.5333 and ask to speak with the House Manager.

## Policy

- All participants in the Family Meal Program must read the Food & Safety Guidelines of RMHC Milwaukee.
- Anyone who has recently been exposed to chicken pox, measles, shingles, TB, hepatitis or E Coli may not be inside the House or interact with our families.
- No weapons of any kind may be brought onto RMHC property including any firearms, knives, ammunition, etc.
- Courtesy should always be extended to families, staff and volunteers.
- Volunteer groups are restricted to only the common areas of the House and cannot enter a guest's room at any time.
- Infection free children age 14 years and older are able to participate in the Meal Program.
- Infection free children age 9 years and older are able to participate on Sundays and Holidays, between May 1<sup>st</sup> and October 1<sup>st</sup>.
- You are welcome to take photos of group members while at the House. However, we ask that you do not take photos of children, parents and other families who are staying at the House.

- Ingredients will not need to be displayed, but be prepared to verbally offer a list of ingredients in case a guest questions you regarding food sensitivities or restrictions.
- Alcohol is not permitted in the House, for consumption or cooking, as part of RMHC House Policies.
- No community restitution or court ordered volunteers can be accepted. We reserve the right to decline anyone with a violent or criminal background, including anyone with a felony conviction.

### Confidentiality and Code of Conduct Agreement

As a volunteer at the Ronald McDonald House (RMHC), high standards of confidentiality, service, and care are required. For this reason the following rules governing conduct of volunteers has been established:

- Any information about families staying at the RMHC is strictly confidential and should be handled as such.
- Any information about donors or donations received at the RMHC is strictly confidential and should be handled as such.
- Questions regarding the child's diagnosis or medical treatment should not be asked.
- No sales or solicitations of guest families is allowed by the visiting/hosting group while on the premise unless authorized by RMHC.
- No proselytizing or promoting of religious or political beliefs is permitted.
- The use of photos, stories, videos or any other information related to families or the House without signed approval is prohibited.
- Courtesy should always be extended to families, staff and other volunteers.
- Always introduce yourself to guest family members.
- Do not give out your personal contact information to the guest families.
- You must be healthy and infection free in order to enter the RMHC.
- RMHC is a smoke-free facility. Smoking is not allowed inside or outside of our House, except for the designated smoking area on the east side of the building.

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

Maggie Flint  
 Family Meal Program Coordinator  
[familymeals@rmhcmilwaukee.org](mailto:familymeals@rmhcmilwaukee.org)  
 414-935-6520