



Welcome to Meals That Matter at Ronald McDonald House!

We hope you enjoy being here as much as the families enjoy having a home-cooked meal after a long day at the hospital. We strive to create a **safe and welcoming** environment for our families, staff, and volunteers. These guidelines will ensure the best experience for you and our families.

VOLUNTEER EXPECTATIONS:

- Follow all food safety and health guidelines.
- Bring compassion and respect to your volunteerism. We welcome people of all backgrounds and religions, so please exclude any religious or political influences while on-site to ensure a comfortable space for all.
- You may take photos of your group. **You may not take photos or videos of our families.**
- Volunteers may not exchange personal information with or solicit services to our families.

PARTICIPATION REQUIREMENTS:

- Meal volunteer groups are limited to six people.
- Children, accompanied by an adult, are always welcome.
- All volunteers must be completely illness/symptom free (cold, flu, fever, stomach virus, etc.) for at least 72 hours prior to volunteering.
- Volunteers must wear gloves (provided by RMH), and have their hair secured.

PREPARING TO VOLUNTEER:

- Your group must choose a leader to coordinate the following:
 - Call the House Manager to schedule a tour of our kitchen area.
 - Attend a ServeSafe class through the Joplin Health Department. Contact the Joplin Health Department (417-623-6122, ext. 1286), or ask the House Manager about an online option. Provide the House Manager a copy of your certificate.
 - Schedule your group's meal by calling the House Manager to review available dates and times. Lunch should be available for families between 11:30 a.m. and 1:00 p.m., and dinner available between 5:00 and 6:30 p.m.
- Your menu must be approved ahead of time to ensure families have a variety of meals throughout the week. *You may call the day of your scheduled meal to verify a more accurate count.*
- When planning your menu, consider the following:
 - Healthy options including fruits, vegetables, and lean cuts of meat are highly encouraged.
 - Spicy foods – please keep at a minimum due to breastfeeding mothers.
 - Gas BBQ grill is available. Ask volunteer for instructions & cooking utensils.
 - Our pantry is stocked with staple items such as canned vegetables, soups pasta, etc. You are welcome to ask the Program Assistant or House Manager to set aside these items for your use. All food is donated, so they may not always be available.
- A Meal Notice will be posted letting the guests know who is cooking, menu selection, and time the meal will be served.

FOOD & SAFETY:

- Kitchens can be dangerous. **Please wear closed toed shoes!**
- **Restricted Foods:** We do not allow the preparation of fried foods using hot cooking oil, i.e. fried chicken, fried tortillas.
- **Permissible Foods:** Only unexpired, packaged food in unopened containers and whole fruits and vegetables may be used.
- **Cooking On-Site:** All food must be prepared, cooked, and assembled in our Ronald McDonald House kitchen; or it must come directly from a restaurant, catering facility, grocery store or professionally licensed kitchen.
- Hands must be washed well before preparing food, and food service gloves are worn during preparation.
- Avoid cross-contamination of foods.
- All meat must be thoroughly cooked.
- All refrigerator items should remain chilled as long as possible.
- Food in the kitchen should always be covered.

PACKAGING & SERVING MEALS:

- Use open bottles of condiments and salad dressings we have on hand before opening new ones.
- Unopened items should be given to a volunteer or staff and they will see they are catalogued and placed in the pantry.
- Please package the meals into individual meal prep containers, label and date, and store in the refrigerators.
- Items that are packaged in abundance, such as potato chips, bread, cookies should also be packaged into individual servings sizes in Ziploc bags, labeled and dated.
- If families are present, you are encouraged to serve the meal, dine, and visit with them.

CLEANUP:

- All dishes used in meal preparation should be scraped of food particles, rinsed, and ran through the dishwasher. Please scrape food into trash can instead of garbage disposal. Notify the volunteer on duty if you are unable to place all your cooking utensils in the dishwashers.
- After preparing the meal in our kitchen, all pots & pans and work surfaces should be cleaned and sanitized before you leave.

In everything we do at the Ronald McDonald House of the Four States, we put the families first. Your time here is an opportunity to interact with our guests and make them feel welcome. Although our families come from a variety of backgrounds, the one thing they all have in common is having a loved one in the hospital.

Thank you for your help and support!

