



Ronald McDonald House of Charlotte: 2021 Meal Program Guidelines

Please note that these policies may be updated at any time in accordance with house needs

Activity	# of Cooks	Arrival Time	Serving Time	Departure Time	# to Feed/Make (GVC will update on on-going basics)
Breakfast	Up to 5	8:00am (Weekends only!)	9:00am-10:30am	by 11:30am	30
Dinner	Up to 5	By 4:00pm (If need to arrive earlier, you must notify the Group Volunteer Coordinator within 48 hrs. of scheduled date)	5:30pm-7:00pm	by 8:00pm	30

Safety and Cleanliness procedures

- All members of your group must be healthy! Anyone with a temperature of 99.5 degrees or higher will not be allowed to volunteer.
- All members must go through the COVID Training prior to arrival on site. We will not allow any volunteers who have not gone through the training into the house.
- Mask must be worn at all times, regardless of vaccination status. You may take mask breaks outside.
- Gloves must be worn at all times while in the kitchen.
- Please frequently wash your hands.
- Please complete all items on the cleaning check list before your departure.

Important Planning Tips

- The meal team leader is welcome to set up a time to meet with the Group Volunteer Coordinator virtually to review the kitchen and meal team expectations in advance.
- ALL food must be prepared onsite. Foods prepared in a commercial kitchen is allowed, but we cannot serve items cooked at home.
- You may request approval to arrive as early as necessary to have your meal prepared by the serving time from the Group Volunteer Coordinator.
- Meal teams are limited to 5 members. This is extremely important for House safety and the comfort of our guest families!
- **Meal Team members must be at least 16 years old, due to the nature of our House at this time. Only one member under 18 permitted per meal team.**

Kitchen Updates

- Remember to bring any and all ingredients you will need. We have pots, pans, dishes, baking sheets, heating and cooling trays, and two outdoor grills.
- You may use our heating and cooling trays. However, guest will not be allowed into the kitchen to serve themselves.
- Please serve each meal on a plastic plate. If guest would like more, you must use a new plate each serving. Please do not take any plates back for additional servings.
- Leftovers will be stored in “to-go” boxes for families to use after serving time.
- Drinks are served in individual servings.
- We are currently using plastic Forks, Knives, and Spoons for guest utensils. Glassware use is temporality suspended. This includes cups, plates and silverware.
- If a guest would like a meal “to-go” please place the meal in a to go box and place it in a bag under the ice maker.
- Guest may have items stored in their bins, located in the silver refrigerators in back of the kitchen. You may retrieve their items for them. Guest may not place any items back into the bin that are already in progress of being eaten. No leftovers that have been eaten may be stored in guest bins.
- If you need any help, please ask the front desk.
- Absolutely no alcohol is permitted in the House – even for cooking.

Volunteer Conduct

- Please understand that families are in and out of the House all day long. You may not see many of our guests while you are here but know that the food WILL be eaten and enjoyed!
- You may photograph your group. Please do not take pictures of guests without first securing their permission.
- Cancellations hurt the House and put tremendous strain on our limited resources. Please take this into consideration when committing to a volunteer activity.
- If you are unable to show for your scheduled meal, at your earliest convenience please call the Group Volunteer Coordinator at 704-288-5323 or email at darrell@rmhofcharlotte.org .
- please call the House immediately at 704-335-1191 to discuss alternate meal arrangements, as we appreciate your providing for the meal in any way possible.

Arrival and Parking

- Please Park in the volunteer parking lot along the right or east side of the House – Groups may drop off their food items at the front desk near the portico before going to park their cars.
- A brief kitchen orientation or review will be conducted by the Group Volunteer Coordinator or a staff member before you begin.

Cleaning Up / End of shift

- Clean up should not take place prior to 7pm for dinner or 10:30am for breakfast to ensure that food remains available for guest families.
- **You will store any remaining food in to-go boxes provided by the House at the end of your meal.**
- Please plan to stay 30-40 minutes for clean-up. There are meal team cleanup checklists that will be given to you.

QUESTIONS? Please contact the Group Volunteer Coordinator at (704) 335-1191.

Thank you for helping to make our House a “home-away-from-home” for guest families!