



Meal Group Volunteer Guidelines

Thank you for your interest in providing a meal for families at Ronald McDonald House Akron. Having a child in the hospital can be difficult for any family, and providing a meal creates great comfort as well as a wonderful, home-cooked meal. In addition, you are relieving parents of one more worry in their already stressful day.

We are glad to welcome volunteer groups back into our Akron Ronald McDonald House and have developed the following guidelines to help when planning your meal. Please be aware that HEALTH AND SAFETY REGULATIONS REQUIRE FOOD PREPARATION AND COOKING BE DONE AT OUR HOUSE OR A COMMERCIALY LICENSED KITCHEN.

Your Volunteer Group

To schedule and provide a meal at RMHC NEO Akron House, please refer to our meal calendar here, where you can view our open dates. If your intended date is already scheduled by another group or restaurant, please choose another day. We request you bring groups of 2 to no more than 6 individuals, who are all age 18 years and over. Prior to your day of volunteering, you will be contacted by the Volunteer Manager for confirmation of your date and menu. At that time, your group will be assigned a PIN number for sign in purposes at RMHC NEO Akron House. Please make a note of your group's PIN.

RMHC NEO has adopted a Mandatory COVID-19 Vaccination policy. Volunteers are required to demonstrate proof of COVID-19 vaccination. We are following the U.S. Centers for Disease Control updated guidelines for quarantine and isolation due to COVID-19. Volunteers must wear face masks when indoors. Please bring your own masks.

Meal Preparation Times

Dinner is prepared every day and served at 5:30 pm. You may arrive any time after 2 pm on the day you are scheduled to prepare dinner. If you require additional prep time, you may make prior arrangements with us. Your group will be required to wash all dishes and clean the Volunteer Kitchen by 5 pm so when our evening volunteer team arrives at 5 pm the meal is ready, and the kitchen is ready to prepare for serving. Once the meal is complete and the kitchen clean, you are welcome to sign out in the Volunteer Office and exit the House.

Number of Servings to Prepare

Plan to prepare a dinner meal including a main entrée, two or three side dishes and dessert to serve 50 people. Some of your side dishes may be dished into single serving plates or bowls. For example, tossed salad will be placed into single serving bowls and covered with plastic wrap (provided).



What We Provide

We have a large variety of pots and pans, skillets, utensils, and cookware, including cookie sheets, crock pots, mixers, half and full-size aluminum serving pans. You are welcome to use these items to prepare and serve your meal. It is helpful to use our aluminum serving pans to serve the food providing easy cleanup during the evening volunteer shift. In addition, we provide plates, cups, utensils, bowls and 2 oz cups with lids for individual servings of condiments. We also have a selection of plastic wrap, parchment paper, aluminum foil and zip lock bags.

What We Would Like You to Bring

Please bring all the ingredients needed for your meal as well as individual packets of condiments, seasonings, dressings, toppings, etc. If you do not have individual serving sized condiments, you may use our 2 oz. dishes with a lid.

What to Expect Upon Your Arrival

RMHC NEO Akron House is located at 141 W. State Street, Akron. When you arrive at the House, you may back your vehicle up to the delivery entrance, ring the buzzer beside the window to announce your arrival and staff will buzz the door open. Please load your food onto the carts located in the delivery area, then move your vehicle to a parking spot. On weekdays, Volunteer Parking is available at Bowery Street Parking Deck for free. Once inside the House, please sign in using your assigned PIN in the Volunteer Office. Each person needs to get a Group Volunteer Badge from the basket on the counter to wear while in the House. Personal items must be stored in the red lockers in the hallway before going upstairs to the Volunteer Kitchen.

Changes or Cancellations

In the event your group needs to cancel or change your meal, please give us as much notice as possible so we can make alternate arrangements for our families. If you are unable to cook a meal, we also accept catered meals. If you have any questions, please contact our Volunteer Manager at 330.253.5400 Ext. 1002 or Jfowler@rmhcneo.org.

Boxed Lunch Preparation

We prepare 40 lunches every Wednesday for families at the Hospital. Your group may provide the items included in the lunch as well as provide 2 people to pack the lunches. Lunches are prepared every Wednesday morning from 9 – 11 am and delivered to Akron Children's Hospital the same day at 11 am. Items packed in the lunch may include a sandwich, chips, carrot and celery sticks, apple/applesauce, granola bar, bottled water or juice and cookies. Items we provide are the box, napkin and spoon. You may schedule one week or several weeks to help our House pack a lunch for parents at the Hospital.



Cookie Baking

Our Akron House is known for its wonderful homemade cookies. If you would like to provide a batch for us, you will need to bring two to four people, your favorite cookie recipe and the ingredients to make your cookies. Cookie baking takes place in our Volunteer Kitchen with limited time slots. Cookies must be made on site and packaged into individual serving size bags (bags provided).