



## Family Meal Program Akron Ronald McDonald House Guidelines

*At Ronald McDonald House Charities® of Northeast Ohio (RMHC NEO) the health and well-being of our guest families, volunteers, and staff are our top priority. Our Family Meal Program guidelines prioritize the safety of our families, volunteers, and staff alike. All groups must abide by these guidelines to participate.*

### Participation requirements

- **Volunteer Group Size:** Family Meal Program groups may include a maximum of eight (8) volunteers. Everyone who comes with your group will count toward this total and must be there to actively participate.
- **Age Requirement:** Family Meal Program volunteers must be at least 18 years old.
- **Health Precautions:** All volunteers must be completely illness or symptom free (for example, cold, flu, fever, stomach virus, etc.) for at least seven (7) days prior to volunteering.

### Optional Donation

We encourage groups to consider making a donation to support our Family Meal Program. It's not required but greatly appreciated! Suggested donations based on meal types are:

- Dinner: \$500
- Lunch: \$350
- Breakfast or Brunch: \$250
- Baked Goods: \$100

Donations can be made by credit card through our website once your volunteer date is confirmed: [RMHC NEO Family Meal Program Donations](#).

### Food safety

- **Cooking on-site:** Our staff will provide all the groceries and ingredients, so there's no need to bring anything! We'll guide you through safely preparing, cooking, and assembling meals in the House kitchen.
- **Safety practices:** Volunteers will be expected to practice good hygiene, including washing hands often, avoiding cross-contamination, and following all other safety protocols.
- **Gloves:** For hygiene purposes, all volunteers will need to wear gloves, which RMHC NEO will provide. Hand washing and glove changes will be required often. Please avoid touching your face, hair, or phone during the meal prep.

## Meal service and clean up

- **On-site dining:** For the safety of our families, volunteers aren't able to dine in the House.
- **Packing meals:** Leftovers of prepared food will be packed into individually sized containers for families to enjoy later.
- **Clean up:** After meal preparation, volunteers are responsible for cleaning up the kitchen. Our staff will provide instructions, and we ask that volunteers stay until clean-up is fully completed.

## Volunteer expectations

We strive to create a safe, welcoming, and respectful environment for our families, staff, and volunteers alike. As such, we expect volunteers to adhere to the following:

- **Compassion & Respect:** Our mission is to support families going through difficult times. Please be mindful and treat everyone with kindness.
- **Follow RMHC NEO Staff Guidance:** Volunteers must always follow the instructions and leadership of our staff. Volunteers who do not comply may be asked to leave and may not be allowed to volunteer in the future.
- **Inclusive Environment:** We welcome volunteers, staff, and families from all backgrounds. Please refrain from introducing personal religious influences on-site to maintain a welcoming space for everyone.
- **No Photos of Families:** You are welcome to take pictures of your group and the food, but for the privacy of our families, no photos or videos of them are allowed.
- **No Soliciting or Sharing Personal Information:** Please do not exchange personal contact details or solicit services to the families.