



Family Meal Program Cleveland Ronald McDonald House Guidelines & FAQ

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

- **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.
- **Family Meal Program volunteers must be at least 18 years old.**
- **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.**
- **Volunteers must wear facemasks and gloves.** RMHC NEO will provide both masks and gloves. Additional health practices during participation will include frequent hand washing and changing gloves. Please no face, hair, or phone touching.
- **Volunteer groups are encouraged, but not required, to make a donation to support the Family Meal Program.** Groups may donate via credit card from our website: <https://www.rmhcneo.org/get-involved/groups/> once a volunteer date is confirmed. Suggested donation amounts are as follows:
 - **\$500** for groups making dinner
 - **\$350** for groups making lunch
 - **\$250** for groups making breakfast or brunch
 - **\$100** for groups making baked goods

Food safety

- **Cooking on-site:** Your group will receive direction from a member of our staff to safely prepare, cook, and assemble all food in the House kitchen. Our staff will secure all needed groceries and ingredients in advance of your meal. Your group does not need to bring any food on your volunteer date.
- **Safety practices:** Volunteers must practice good food safety hygiene, including frequent hand- washing, eliminating cross contamination of raw foods, face masks and gloves, etc. All refrigerated items should stay chilled as long as possible, and food in the kitchen should always be covered.

Meal service and clean up

- **Social distancing:** We require all groups to be mindful of spacing between one another and our guests while participating in a volunteer activity.
- **On-site dining:** For safety reasons volunteer groups are not currently able to dine at the House.
- **Packing meals:** To reduce the spread of germs, volunteers will pack leftover prepared food into individually sized containers for families to enjoy later.
- **Clean up:** Participants are responsible for thoroughly cleaning the kitchen as part of Family Meal Program volunteerism. Cleaning instructions will be provided by our House staff and all volunteers are expected to stay until clean-up is complete.

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:

- We exist so families can be together when faced with the illness or injury of a child, and these families are incredibly stressed. Volunteers and staff must treat all families with compassion and respect.
- Volunteers are to follow the leadership and direction of RMHC NEO staff at all times. Those who fail to comply may be asked to immediately leave our program location(s) and may be restricted from participation in future volunteer opportunities.
- We welcome volunteers, staff and families of all backgrounds, races, and religions. Please exclude any personal religious influences while on-site to ensure a welcoming space for all.
- Photos of your group and food only are allowed. Please thoroughly wash your hands upon taking pictures or using your phone. You may not take photos or videos of RMHC NEO families.
- Volunteers are prohibited from exchanging personal information with or soliciting services to our families.

Frequently Asked Questions (FAQs)

How do I book a volunteer date?

All requests must be done by submitting an inquiry on <https://www.rmhcneo.org/get-involved/groups/> or by emailing groupscle@rmhcneo.org. Inquiries are then scheduled with our Family Meal Support staff.

Is there an age requirement?

To ensure the health and safety of all volunteers, families, and staff, as well as the food safety of the meals being prepared for our families, all Family Meal Program volunteers must be at least 18 years old.

What is the maximum number of volunteers per group?

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. Following COVID-19 we are limiting the group size to reduce the number of people in and out of our Houses. If your group includes more than eight volunteers, we ask that you divide your group and provide meals on different dates.

I have extra volunteers or children who want to attend, can they still come and watch without volunteering?

No – everyone who comes with your group should be there to actively volunteer. Children or adults beyond the maximum group size of eight volunteers are not able to attend.

I have an illness or symptoms that are not associated with COVID-19, so can I volunteer?

No. We require all volunteers to be entirely illness and symptom free for at least 7 days before volunteering. We cannot allow volunteers with an illness or symptoms of any kind to participate.

I volunteered and then tested positive for COVID-19. Should I let RMHC NEO know?

We ask any volunteers who test positive for COVID-19 within 7 days of volunteerism to inform us immediately. This allows us to take the necessary steps for the wellbeing of anyone else who may be impacted.

How long is my group expected to be at the House?

Groups should plan to volunteer for three (3) hours. Time is decided on during scheduling.

Note: Groups are required to clean up after preparing all meals, so all volunteers should expect to be at the House until all clean-up is complete.

Do I need to bring my own dishes, serving utensils, plates, kitchen tools, etc.?

The House provides all dishes, drinkware, cutlery, and kitchen equipment needed to prepare and provide your meal.

What does my group need to bring?

As noted above, our Houses have all of the kitchen equipment needed to prepare your meal. We ask volunteers to limit the personal belongings brought to the House, so please only bring the essentials.

Is RMHC NEO staff on-site during Family Meal Program volunteerism?

Yes, there will always be RMHC NEO staff present to answer questions, get you situated in the kitchen, and ensure everyone is participating in a safe manner. In addition, a member of our team will provide direction throughout your entire volunteer time. Our staff will check-in with each group periodically to ensure that all safety measures are being upheld.

My group can no longer attend on our registered Family Meal Program date; can I get a refund?

If your group is unable to volunteer on your reserved date, we will make every effort to reschedule your group for a future date. No refunds will be issued if you need to cancel, but your financial contribution will still support the Family Meal Program and provide meals to families.

My group can no longer attend on our registered Family Meal Program date; how do I cancel or reschedule?

If your group is unable to volunteer on your reserved date, we will make every effort to reschedule your group for a future date. Please provide a 48-hour notice, if possible. Please refer to above question for refund information.

I still have questions, so who can I talk to for more information?

If you have any questions about the Family Meal Program, these guidelines, or your group's participation, please email Hannah Driscoll at hdriscoll@rmhcneo.org.