



Ronald McDonald House—Guidelines for Meal Program Volunteers

Volunteer Requirements

- Volunteers must be healthy with no symptoms of sore throat, runny nose, coughing, sneezing, watery eyes, fever, chills, unexplained rashes, general aches, nausea, vomiting, or diarrhea.
- Volunteers must not have been exposed to chicken pox, shingles, measles, tuberculosis, hepatitis, or E.coli.
- Volunteers must be age 13 or older. No one under the age of 13 may accompany the volunteer group. Teens must have had chickenpox or been immunized for chickenpox. There must be as many or more adults than teens in a group.
- The maximum number of volunteer at House A is 15. The maximum number of volunteers at House C is 8.

Meal Orientation Requirements and Time Schedules

Dinner Orientation Requirements: The team lead and one team member must attend a one-time, onsite orientation.

Dinner Meal Schedule:

- 3:00 Volunteers arrive.
- 5:00 Dinner service begins.
- 6:00 Buffet service continues until 6:00 PM, and until families have stopped coming through the buffet line.
- 7:00 Volunteers depart when kitchen is clean and leftovers are putaway.

Lunch Orientation Requirements: The team lead and one team member must attend a one-time, onsite orientation.

Lunch Meal Schedule:

- 10:30 Volunteers arrive.
- 12:00 Lunch service begins.
- 2:00 Volunteers depart when kitchen is clean and leftovers are put away.

Brunch Orientation Requirements: The team lead and one team member must attend a one-time, onsite orientation.

Brunch Meal Schedule:

- 8:00 Volunteers arrive.
- 9:30 Brunch service begins.
- 11:30 Volunteers depart when kitchen is clean and leftovers are putaway.

Pizza Night Orientation Requirements: The team lead must participate in a phone orientation.

Pizza Night Meal Schedule:

- 5:00 Volunteers arrive.
- 5:30 Pizza is delivered.
- 6:00 Pizza is served.
- 7:30 Volunteers depart when kitchen is clean and leftovers are putaway.

Location, Parking, and Protocol for Meal Volunteers

- **House A:** 5130-40th Ave NE, Seattle, 98105 **House C:** 5000-40th Ave NE Seattle, 98105
- **Parking:** Street parking is recommended; garage parking is available at House A.
- **What to bring:** Food, spices, and condiments. **What the House provides:** all equipment including pans, serving platters, serving utensils, thermometers, coolers for beverages, ice, gloves, dinner plates, silverware, napkins, and cups.
- **Unloading at House A:** Pull your car forward into the drive-through. Come into lobby to get a cart. Unload groceries onto cart and leave cart in lobby temporarily. Re-park your car. Transport the cart to kitchen to unload groceries from cart.
- **Unloading at House C:** No carts for unloading. Bring groceries through the front door.
- **Check-in Requirements:** Check in at front desk of House A or House C – wherever you are volunteering. Team lead fills out the contact and donation section of the Donation/Group Sign-In form. All volunteers sign in on the bottom of the form, make a nametag and apply hand sanitizer. **Check-out Requirements:** Team lead notes departure time on the Donation/Group Sign-In form and keeps the bottom, pink copy.
- **Photo policy:** Photos of your group and the House is allowed, but no family members may be included in photos.
- **Tours of the House:** After checking in, request a tour with the Kitchen Supervisor at House A, and with the Evening Coordinator or House Manager at House C.
- **Onsite House Supervision and Requesting Assistance:**
 - **House A:** Kitchen Supervisor will be in the kitchen for support throughout the meal.
 - **House C:** Evening Coordinator or House Manager will check in with you and be available to answer questions.
 - **Request assistance:** Volunteers needing assistance may dial "0" on a House phone.

Team Lead Expectations

- Team lead must have completed onsite kitchen orientation before the first meal.
- **Team lead must be in attendance throughout the meal.**
- Team lead is responsible for organizing team, planning menu, and ensuring that all members of the team are provided with volunteer guidelines and food safety guidelines.
- **Email Reminder and Confirmation:** The Activities Coordinator emails a reminder to the team lead one to two weeks prior to the event. The email will contain two links. The team lead should forward those links to all participating volunteers. The team lead then emails the Activity Coordinator to confirm the date and House assignment, and sends the menu.

Menu Planning

All food must be prepared on-site or purchased from/or prepared in a commercial kitchen. Food handling or preparation may not take place in a home kitchen

Number of people to serve:

- Dinner at House A: 100-110
- Lunch at House A: 70
- Dinner at House C: 30
- Brunch: 90
- Pizza Night: 110

Food Allergies: Know your ingredients. Some of our families may have questions or concerns about food allergies or sensitivities.

Prohibited foods:

- Non-pasteurized juice and milk products
- Raw seed sprouts, such as alfalfa sprouts
- Undercooked meat, fish, or eggs
- Alcohol: No alcohol may be brought to the House, including the use of it as an ingredient in on-site food preparation
- **Non-pasteurized eggs**

What to serve:

- Foods that hold well on a buffet, hold well as leftovers
- Fresh fruits and vegetables
- Whole grains whenever possible
- Family-style comfort food
- Variety: please consider something other than spaghetti or tacos.
- Check the online calendar to see what has been served previously to avoid duplication.

Dinner menu should include:

- Meat and starch or one-dish entrée (it is not necessary to provide a vegetarian option in addition to main entrée)
- Salad/Mini salad bar
- Fresh fruit
- Vegetable
- Rolls/bread
- Dessert
- Beverage

Lunch menu should include:

- Entrée
- Option of side of fruit or vegetable
- Simple dessert
- Beverage is optional

Brunch menu should include:

- Option 1: A continental breakfast that might include a combination of fresh fruit, yogurt, granola, cold cereals, pastries, bagels, juice, and coffee.
- Option 2: One or two hot items such as a breakfast casserole, hash browns, sausage, bacon pancakes, or French toast plus beverages and selections from the continental breakfast option

Food Safety Guidelines

Food safety is especially important for the children living at the Ronald McDonald House. Children with weakened immune systems are more at risk to infections brought on by disease-causing bacteria that contaminate food. To avoid this, we must be especially cautious when handling, preparing, and transporting food.

Using Proper Hand Hygiene

- Wash hands often and well. Clean hands are the most important food safety tool.
- **Never touch food with bare hands.**
 - Use serving utensils.
 - Wear gloves to handle all food.
- Wash hands before using gloves and in between changing gloves.
- Change gloves that get ripped or might be contaminated. Never wash or reuse gloves.

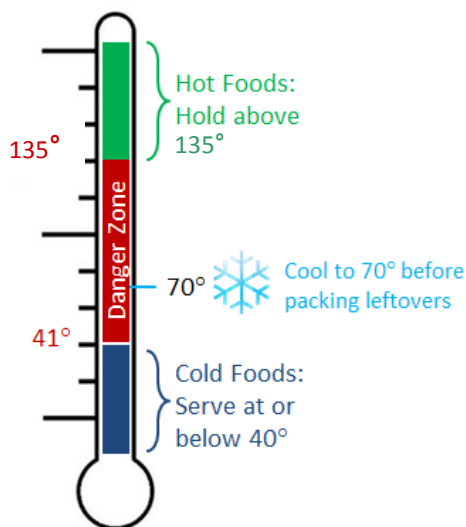
Cleaning and Sanitizing the Kitchen

- Clean and sanitize all food preparation surfaces before using, in between the preparation of different foods on the same counter, and during final clean-up.
- Use the supplied DZ-7 sanitizer spray and paper towels to clean work surfaces, serving counters, and dining tables. When using DZ-7, dry surface thoroughly before using.
- **Note:** DZ-7 is not safe for dishes, utensils, or any equipment that will come in contact with food.

Observing Proper Food Temperatures

- Thermometers are provided
- Prepare foods in small batches so large amounts of food do not sit out at room temperature for long periods of time.
- **Cook foods to proper temperatures (see thermometer diagrams below).**
- **Sauté raw chicken** pieces before adding to casseroles for final cooking.
- **Ham:** if precooked and in original package, heat to **135 degrees**. If not in its original packaging, it must be heated to **165 degrees**. **If grilling hamburgers or other individual pieces of meat**, every piece needs to be checked with a thermometer. With thin pieces of meat, insert the probe into the side of the meat so that the entire sensing area is in the food.
- While foods are being held and served, **keep hot foods hot, and cold foods cold.**
-

Required Food Temperatures



- **165° poultry, casseroles, stuffed foods, reheated foods**
- **155° ground meat, sausage (without poultry), egg dishes (eggs: yolks and whites firm)**
- **145° steak, pork (not ground), fish**
- **135° vegetables that will be hot-held, packaged ready-to-eat foods (canned chili, soup, hot dogs)**

Potentially hazardous foods (foods in which bacteria are more likely to grow) must be transported in coolers on ice. These foods include the following:

- **Animal products** (including eggs and dairy products)
- **Cooked starches** (such as rice, beans, pasta, and potatoes)
- **Fruits and vegetables that are cut or cooked.**
- **Commercially prepared hot foods:** Foods that are commercially prepared off-site and transported to the House by the dinner group must arrive at the House within 45 minutes from time of purchase. If the temperature of the food on arrival is lower than 135 degrees, the food must be reheated to 165 degrees within 2 hours from the time it was picked up.

Leftover Food Storage

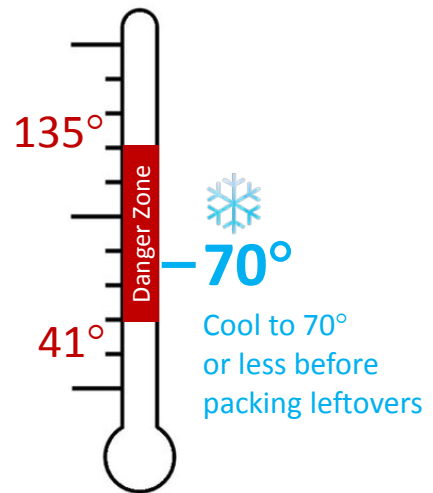
Families returning to the House after dinner will help themselves to the leftover food.

Packaging Guidelines:

- Cool hot food as quickly as possible to **70 degrees or less** before packaging as leftovers. To cool, spread out in thin layer in pan and place pan on ice. Stir often to dissipate the heat. **Cool before placing in Ziplocs/plastic containers.**
- Store leftover food in Ziploc bags (House A) or plastic containers/Ziploc bags (House C). Bags and containers are provided by the House.
- Portion all leftovers into family-size servings (about a quart). Only one family may access a single container of leftovers.
- Mark each bag or container using a permanent marker with the **date, contents,** and the word **"House."**
- Place bags in the community refrigerators.

Leftover Food Guidelines:

- Shelf-stable desserts are the only leftovers that may remain on the counter following a meal.
- Leftover desserts with multiple servings such as cakes or pies, may be left intact and covered with plastic wrap, rather than being portioned into individual leftover servings.
- Leftover baked potatoes must be cut and cooled before storing. Leftover baked potatoes may not be stored whole.



Dishwashing Guidelines

All items from Meal Program shelves are washed by hand. All other items are washed in the dishwasher.

Directions for washing dishes by hand:

- Clean sinks and sanitize with DZ-7 spray. Rinse with clear water.
- **Wash** dishes in hot, soapy water.
- **Rinse** dishes with hot, running water.
- **Sanitize** by dipping dishes in the tub of food-safe sanitizing rinse (not DZ-7) or spraying with this sanitizing rinse. **Do not rinse with water after this step.**
- Finish drying with paper towels before putting dishes away.

Online [Meal Program Resources](#)

- Menu Planning
- Friday Night Pizza
- Pizza Restaurants Near RMHC
- Online Recipe Book for House A & C Dinner
- RMHC on Pinterest Recipes
- Measurement Equivalents
- Cooking Rice in our Commercial Rice Cooker
- Food Quantity Chart
- Sample Menu, Kitchen Workstation Set-up and Meal Timeline
- How to Wash Produce
- Meal Prep and Clean-up Checklist
- Grill Cleaning Instructions
- Volunteer Guidelines
- Driving Directions to the Ronald McDonald House
- Visuals: Kitchen Layouts and Procedures