

# Meals from the Heart

## 2023 VOLUNTEER GUIDELINES



### IMPORTANT INFORMATION

#### PLANNING AHEAD:

- Groups can consist of ten individuals, including chaperones
- Family meals should serve approximately 25-30 people at the Park Avenue House, and 40-45 at the West County and West Pine locations.
- Stoves, ovens, gas grills (and charcoal grill at West Pine), dishes, silverware, pots and pans, utensils, refrigerators and storage containers are provided
- Coffee, tea and soda are available, but additional beverages are welcome (alcohol is not permitted)
- Dinner is served buffet-style at 6 p.m. The recommended arrival time to prepare dinner is 4:30-5 p.m.
- Breakfast is served buffet-style at 9 a.m. The recommended arrival time to prepare breakfast is 7:30-8 a.m. (Please do not arrive before 7:30 a.m.)

#### DAY-OF DETAILS:

- Upon arrival, each individual must check-in at the front desk with a photo ID
- Often times, families are still at the hospital with their children at dinner time; however, please know your meal will be a welcome gift when they return to the House later that night
- Please complete clean-up duties (doing dishes, putting away leftovers, handling trash, etc.) before your group leaves
- Notify an RMHC staff member if your group must leave early, so they can put food away
- Please place leftovers in individual food storage containers, labeled with contents and date
- You are welcome to take photos of your group; however, please do not take photos of children and families who are staying at the House



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### HEALTH & SAFETY

Our RMHC Global organization has instituted the following food safety standards:

- Food prepared at a licensed retail food establishment can only be accepted for donation if it has been protected from contamination and has been delivered directly from the licensed establishment within a short period of time
- Only packed foods purchased from retail grocery stores in unopened containers or whole fruits and vegetables can be accepted for donation
- We cannot accept donations of food prepared or cooked off-site by a volunteer or other groups or individuals (including casseroles, baked goods, etc.)
- All volunteers are required to wear gloves while working in the kitchen
- Children must be at least 12 years old to help cook

### INFECTIOUS DISEASES:

Preventing the spread of infectious diseases is extremely important because many RMHC children are immune-suppressed. **If a member of your group has been exposed to any contagious or infectious diseases (colds, flu, COVID-19, etc.), they will not be permitted to volunteer or enter the House.**

### CANCELLATION POLICY

- If your group must cancel, please contact our Family Services team at the location you planned on serving:
  - Park Ave: 314.773.1100
  - West County: 314.485.0300
  - West Pine: 314.531.6601
- If you need to cancel at the last minute, you are welcome to have food delivered to the House. Guest families are always happy with pizza or sandwiches