

# Meals from the Heart

West County

## VOLUNTEER GUIDELINES

### IMPORTANT INFORMATION

#### PLANNING AHEAD:

- Groups can consist of ten individuals, including chaperones
- Children under the age of 12 years old are not permitted to help at the West County Kitchen.
- Family meals should serve approximately 40-45 at the West County Ronald McDonald House.
- Stoves, ovens, gas grills, 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.

#### 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

#### CANCELLATION POLICY:

- If your group must cancel, please contact our Family Services team at 314-773-1100.

### 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.



Ronald McDonald  
House Charities®  
St. Louis

# Meals from the Heart

The Grove

## VOLUNTEER GUIDELINES

### IMPORTANT INFORMATION

#### PLANNING AHEAD:

- Groups can consist of ten individuals, including chaperones
- Children under the age of 16 years old are not permitted to help at the Grove House Kitchen. However, any age can support the Ice Cream Social volunteer opportunity
- The RMHC culinary team will have all ingredients and tools needed for the experience
- Please plan to arrive at 4 p.m.

#### DAY-OF DETAILS:

- Upon arrival, each individual must check-in at the front desk with a photo ID
- Volunteers will watch a video and review safety procedures with the culinary team
- 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
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