

# 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 individuals; we recommend calling before your volunteer experience for an accurate number
- 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 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 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 314-485-0300

### 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 in the large kitchen

#### 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.



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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, children 12 years and older 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
- Notify an RMHC staff member if your group must leave early, so they can put food away
- Please note that during your experience you may prepare food for our Grab-n-Go section or other days of the week to support the culinary team
- 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 16 years old to help cook in the commercial kitchen

#### 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.



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