



Ronald McDonald House Family Dinner Program

MEAL PREPARATION AND SERVING GUIDELINES

Thank you for sharing your hospitality and good food with our Guest Families! Due to health and privacy issues for our guests, we have some very important guidelines for you

GENERAL RESPONSIBILITIES

- **FOOD:** Prepare approximately 40-45 servings. Our House provides rooms for up to 38 families, which may include siblings or other family members as well.
- **BEVERAGES:** You are encouraged to bring beverages such as lemonade, iced tea, juice boxes, etc. We have glasses and cups for your use.
- **DISHES:** We have Corelle divided dinner plates, small plates & bowls for your use located in the family dinner buffet cabinet. Please load in dishwasher after use.
- **SILVERWARE:** There is silverware available for your use, located in the family dinner buffet cabinet. Please load in dishwasher after use.
Note: we do not have soup spoons.

GENERAL GUIDELINES

- Dinner is served from 6 until 7 p.m., brunch on the weekends from 10AM - Noon
- Most groups arrive one hour prior to meal service. When you arrive, you may pull your vehicle up to the front door and unload, then park in the parking lot below. Ask our House volunteers for use of the luggage carts to help you with bulk items. Dinner is served in the second floor dining room located at the top of the stairs. The third floor dining room, located directly above, may be used for overflow. The two kitchens on the second floor and two kitchens on the third floor are for your use.
- Ask the front office to announce when the meal is ready to be served.
- Because many of the children at the House are unable to fight off infections, we are very concerned about health standards. Due to health issues of our guests, **the dinner program is limited to adults only, 18+ years of age.** We recommend 5-8 adults to cook, serve and clean up. If you have a cold, flu or any other communicable illness, please do not participate.
- Please avoid using peanuts as peanut allergies are common.
- Please respect the privacy of the guests at the House.
- Sometimes families are not able to get back to the House by the time dinner is served and may call to request a plate or plates be saved for them. Please accommodate this request, by making up a plate and labeling with their name and/or room number and placing it in the Family Dinner refrigerator.

HEALTH AND SANITARY GUIDELINES

- Wash your hands often. Wall mounted soap and paper towel dispensers are available for your convenience.
- **GLOVES**, disposable gloves are in the cabinets. **Please wear disposable gloves at all times when handling food.**
- For safety reasons ALL MEAT MUST BE FULLY COOKED PRIOR TO BEING BROUGHT TO THE RONALD MCDONALD HOUSE.
- Due to medical reasons, a guest may request to go through the line before anyone else. Please make this accommodation.
- Be sure to allow the guests to use the kitchens if they prefer to make their own meals. There may be special dietary needs involved for someone in their family.
- If you have any open items, i.e., bags of chips, crackers, trays of cookies, please have a volunteer serve them, using gloves or have tongs available for guests to use

FOOD PREPARATION AND SERVING

- Food preparation should be done as much as possible prior to bringing it to the House. It can be warmed in either the stoves or microwave ovens at the House. Large warming trays are available for use. Our refrigerators have been assigned to the guests for their use, however, you may use the large refrigerator in the dining area keep your items chilled before serving.
- 4 Coffee pots (2 per floor) and 4 toasters (1 per kitchen) are available
- Serving utensils, trays, bowls, pitchers, etc., as well as dish clothes and dish towels are located in the kitchens or cabinets in the dining area for your use
- Name tags for your group members and place cards to list your menu items are in the cabinet drawers

CLEAN UP

- Please clean up kitchens and dining areas after everyone is through eating.
 - ✓ Kitchens – stoves, counter tops, dishes used for serving the meals, pot and pans used for preparing the meals etc.
 - ✓ Wipe up anything spilled on the floors (kitchen and dining areas). A broom and dust pan are available in the pantry.
 - ✓ Dining rooms – tables, and seats of chairs must be wiped off after the meal is done.
 - ✓ Put all equipment used (cooking utensils, warming trays, etc.) back in the cupboard from which they were taken
 - ✓ LEFTOVERS - If there are leftovers, please take them with you. We ask that you do not leave any leftovers, including condiments and salad dressings, in the refrigerator. You may also ask the House volunteers in the front office to eat, only if you have enough available, and after the guests have been served.

CANCELLATION POLICY

If a group cancels a family dinner that has been posted on the RMH guest calendar, the House must host the dinner that evening. If you must cancel, please give us as much notice as possible.

For cancellations or more detail about our Family Dinner Program, please call Vicki Alauf at 414.475.5333 ext. 108 or email: familydinner@rmhcmiwaukee.org

THANK YOU for your kindness and support,
our guests greatly appreciate the Family Dinners!