Lend a Helping Hand Book

Everything you need to know for your company, church or club to support the Ronald McDonald House of Charlotte!

Groups: Ages 18 Years & Older
Thank you for your interest in supporting the Ronald McDonald House of Charlotte! This handbook contains all of the information you should need in order to determine what project is right for you and rally your fellow volunteers!

Our House runs on volunteer power! Volunteers are needed for every aspect of House operations and contribute nearly 40,000 hours to RMH of Charlotte each year.

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ABOUT RMH OF CHARLOTTE

MISSION STATEMENT

RMH provides families of seriously-ill children being treated in area medical facilities with a safe, affordable and caring “home away from home”.

VISION STATEMENT

RMH builds strong relationships with community partners. Working together, we create a caring, supportive environment for families when illness strikes a child.

VALUES

Compassionate  Ethical  Responsible  Respectful

RONALD MCDONALD HOUSE CHARITIES HISTORY

The first Ronald McDonald House opened in Philadelphia in 1974, and there are now more than 360 Houses in 43 countries around the world. More than 10 million families have been hosted at Ronald McDonald Houses worldwide. Every night, more than 10,000 beds are available for families away from home receiving medical treatment for their children.

RMH OF CHARLOTTE HISTORY

The Ronald McDonald House of Charlotte is one of 5 houses in North Carolina including Durham, Chapel Hill, Winston-Salem and Greenville. We opened our doors to families in May of 2011. We have 28 guest rooms and serve over 600 families a year.

For families of seriously ill children, RMH offers an economic alternative during short-term and extended hospital stays, as well as the support and comfort of other families facing similar medical crises together. The House provides more than a comfortable room and meals; it provides a caring environment where families receive the physical, mental, and emotional support they need to care for their sick child.
WAYS TO VOLUNTEER AT RMH

This table highlights the ongoing group volunteer opportunities we offer, in addition to our special events, annual fundraisers and off-site activities. Visit the Volunteer page of our website to learn more or to sign up to view our online calendar and receive our newsletter!

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<tr>
<th>PROGRAM</th>
<th>WHO</th>
<th>AVAILABILITY</th>
<th>HOW TO GET INVOLVED</th>
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<tbody>
<tr>
<td>Meal Team – Breakfast</td>
<td>Groups Up to 10 people</td>
<td>Saturdays and Sundays 8-11am</td>
<td>Sign up online!</td>
</tr>
<tr>
<td>Meal Team – Dinner</td>
<td>Groups Up to 10 people</td>
<td>Daily 4:00-7:30pm</td>
<td>Sign up online!</td>
</tr>
<tr>
<td>Cookie Crew</td>
<td>Groups 2-5 people</td>
<td>Daily 10:30am (weekdays) 1pm (weekends)</td>
<td>Sign up online!</td>
</tr>
<tr>
<td>Bingo Nights</td>
<td>Groups 2-5 people</td>
<td>Mondays 6:30-8pm</td>
<td>Sign up online!</td>
</tr>
<tr>
<td>Activity Nights</td>
<td>Groups 2-5 people</td>
<td>Wednesdays 6:30-8pm</td>
<td>Sign up online!</td>
</tr>
<tr>
<td>Cleaning Team</td>
<td>Groups 10-20 people</td>
<td>As needed</td>
<td>Contact the Group Volunteer Manager at (704) 335-1191</td>
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</tbody>
</table>

Check out our upcoming special events on the website or off-site activities on page 6 for additional group opportunities!

If you would like to learn more about our group programs or need help signing up, please contact the Group Volunteer Manager at (704) 335-1191.
ON-CALL MEAL TEAMS

Our meal calendar tends to fill up fast but sometimes teams have to cancel. If you’d like to provide a meal for our guest families, this is a wonderful way to support the House!

**Purpose:** Meal cancelations put tremendous strain on our limited resources. On-call meal teams come to the rescue and fill in for last-minute cancelations.

**Functions:** On-call meal teams receive “meal team needed” alerts with 3-10 days’ notice of a canceled dinner or breakfast. On-call meal team captains quickly mobilize a team of 3-10 volunteers to provide a meal to feed 45 for dinner or 25 for breakfast. Teams can either cook or purchase food to set up buffet-style in our kitchen and help clean up after the meal. Teams are welcome to eat alongside our families and enjoy mealtime at our House!

**Desired Characteristics:**

- Dependable, available and flexible
- Have access to a sizable group of enthusiastic meal team helpers
- Quick-response time to “meal team needed” alerts
- Budget of $75-$150 to provide per meal

**Food can be provided in one of 3 ways:**

- Order food from your favorite fast-food restaurant!
  - Party platters and tail gate combo packs work great for feeding large groups.
- Pickup food from the local grocery store!
  - Rotisserie chickens with mashed potatoes and frozen veggies or deli foot-long sandwiches cut into minis with chips and potato salad are two easy options.
- Cook simple and delicious comfort food in our kitchen!
  - A few meal ideas:
    - Southwestern baked spaghetti
    - Bacon cheeseburger casserole
    - Creamy chicken and rice
    - Sloppy Joes and sides

**Ask for our Meal Planner Guide with 6 simple, inexpensive and delicious meal ideas complete with shopping lists and cooking instructions—ready to put teams into action!**

If you’d like to become an On-Call Meal Team, please contact the Volunteer Services Department at (704) 335-1191.
WAYS TO SUPPORT RMH OFF-SITE

There are several fantastic ways to support our House at your location that allow for unlimited participants and maximum flexibility. All of the following projects can be completed and delivered to RMH at your convenience:

1. **Start a Wish List Collection**: Collecting wish list items is a fantastic way to help the House stay stocked with all the essentials our families need! Please reference our wish list on the website at www.rmhofcharlotte.org and follow us on Facebook for updates.

2. **Collect Pop Tabs**: Collect pop tabs in your office break room, church narthex, neighborhood clubhouse and more! Drop off any quantity of pop tabs at the House for us to recycle and turn in for money for our House operations fund.

3. **Sport a Shirt**: Support our families by purchasing $10 t-shirts during our annual spring event to share the cost of a family’s stay at RMH and show your support! Read more on the “Sport a Shirt, Share a Night” page of this handbook or visit the News and Events page of our website.

4. **Craft Decorations**: Delight our families and make the House feel more like home by dropping off your hand-crafted table top centerpieces or guest room door décor! Please review our décor guidelines in the back of this handbook before starting a project.

5. **Organize a Dress Down Day**: Schedule a jeans day or dress down day for your office or class and ask participants to give a set donation in support of the House.

6. **Host a Third-Party Fundraiser**: Raise awareness and money for our operational fund by holding a bake sale, car wash, oyster roast, or any fundraiser of your choosing!

7. **Assemble Goody Bags**: Decorate goody bags and fill them with small items for either adults or children, such as playing cards, game books, stickers or snacks! Goody bags may be distributed to guest rooms or set out for families to help themselves on their way to the hospital.

If you have any questions about our off-site activities or would like to suggest an idea of your own, please contact the Group Volunteer Manager at (704) 335-1191.

Our doors are open from 8am-8pm 7 days a week to receive donations and deliveries:

1613 East Morehead Street
Charlotte, NC 28207
COLLECT POP TABS

What are “pop tabs?”

Pop tabs are the little aluminum flip-tops on most soda and other aluminum beverage cans. They are small, clean, easy to collect and they don’t typically get as sticky as the rest of the cans. Ronald McDonald Houses all over the world have been involved in pop tab programs for decades!

Who collects them, and why?

Businesses, churches, school groups, scout troops, individuals….you name it, there are folks collecting tabs for our House. Some store their tabs in a Ziploc bag at home and bring them in when the bag gets full, others engage their entire community in collecting tabs and bring in hundreds of pounds! It costs nothing to start collecting tabs, and it’s an easy way to donate!

What do we do with them?

We’re doing something that is both environmentally conscious and good for our House! Most of the tabs are taken to a recycling center and turned in for money. Since aluminum prices vary, we receive anywhere from 15 cents to 75 cents per pound for our tabs. When you consider that we recycle hundreds of pounds of tabs a year, this can really add up! Some of the tabs are also used to create pop tab jewelry that are sold at some of our special events.

What is the Million Tab Challenge?

The Million Tab Challenge is a way for groups to add a note of friendly competition to their pop tab collecting! Groups try to collect 1 million tabs (about one thousand pounds of tabs) in a year!

How do groups enroll in the Million Tab Challenge?

There are informational packets about the Million Tab Challenge at the House and on our website. Groups can contact our Annual Support Manager for additional information!

You can deliver any amount of pop tabs to the RMH front desk between 8am-8pm, 7 days a week!
SPORT A SHIRT, SHARE A NIGHT CAMPAIGN

Although it costs $142 to host a family for one night at Ronald McDonald House, families are asked for a small voluntary donation per night for their stay. For many families, even this small amount is a financial burden. RMH never turns a family away due to inability to pay, and so we are inviting members of the Charlotte community to sponsor these families in need.

We ask for your support of the Ronald McDonald House of Charlotte by way of participation in the statewide “Sport a Shirt, Share a Night” program.

On the designated day in April or May, thousands of people at hundreds of companies and community groups across North Carolina will “sport” a $10 Ronald McDonald House t-shirt in order to “share” a stay for one night at Ronald McDonald House with a family in need. We hope that you and your employees will choose to join us for this year’s event!

Your group can support “Sport a Shirt, Share a Night” and the Ronald McDonald House of Charlotte with only two simple steps:

1) Designating one Friday in April or May as “Sport a Shirt, Share a Night” day, where employees or individuals are encouraged to wear their Ronald McDonald House shirts.
2) Appointing a Team Coordinator for your group. The Team Coordinator will encourage others to make a $10 donation in exchange for a t-shirt. The Team Coordinator is responsible for accepting donations, submitting your company’s t-shirt order, picking up the shirts in April and distributing the shirts to participating employees.

Last year, approximately 35,000 people across the state of North Carolina participated in the event. If you are interested in being a part of our “Sport a Shirt, Share a Night” program, please contact our Special Events Manager at (704) 335-1191.
Homemade decorations are always a staple of happiness and comfort, as well as a deliverer of warmth, welcome, and positivity. At the Ronald McDonald House, our guests are families that have traveled away from the comfort of their own homes and communities. We invite you to help the families feel a sense of welcome and delight at the Ronald McDonald House by creating table toppers or door décor to be displayed throughout the House.

**IMPORTANT PLANNING TIPS**

- Plan to make door décor for up to 28 rooms and/or table toppers for up to 15 tables.
- Please DO NOT use loose glitter on your decorations – only glitter glue or glitter paint should be used.
- Please do not incorporate candles into your centerpieces. For safety reasons, candles are not allowed.
- Table toppers should have a maximum diameter of 10 inches and a maximum height of 12 inches.
- Door décor should have a hole or string in order to be hung on the hook on the door.
- Please remember that we welcome families of all cultures, beliefs and customs, and therefore ask you to avoid religious content. Please do not hesitate to ask us about an idea!
- Door décor and table toppers can be made at your convenience outside of the House and then dropped off at the RMH front desk between 8am-8pm, 7 days a week.

**EXAMPLES OF TABLE TOPPERS**

- painted vases with handmade paper or tissue flowers
- decorated photo frames with inspirational quotes or images
- snowmen made out of decorated socks and filled with rice
- decorated containers filled with candy
- paper pinwheels in decorated jars
- pine cones decorated as owls

**EXAMPLES OF DOOR DECOR**

- hanging “mailboxes” full of notes of well-wishes
- seasonal wreaths, signs or ornaments
- colorful construction paper ladybugs and bumblebees
- paper handprint cutouts forming wreaths or banners
- giant paper flowers
The Staff for the Ronald McDonald House of Charlotte manage and carry out daily operations to support families temporarily residing at the House:

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<thead>
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<th>Name</th>
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