

Ronald McDonald House of Charlotte: Meal Program Guidelines

Activity	# of Cooks	Arrival Time	Serving Time	Departure Time	# to Feed/Make
Breakfast	Up to 10	8:00am (weekends only!)	9:00- 10:30am	by 11:30am	40
Dinner	Up to 10	By 4:00pm (as early as necessary)	5:30-7:00pm	by 8:00pm	70

IMPORTANT PLANNING TIPS

- The meal team leader is welcome to set up a time to meet with the Group Volunteer Manager at the House to review the kitchen and meal team expectations in advance.
- ALL food must be prepared onsite. Foods prepared in a commercial kitchen are allowed but we cannot serve items cooked at home. You can arrive as early as necessary to have your meal prepared by the serving time.
- Meal teams are limited to 10 members. This is extremely important for House safety and the comfort of our guest families!
- Meal team members must be at least 12 years old. Due to the nature of our House and this particular program, meal teams may bring NO MORE than 4 children between the ages of 12-18 years. Children count towards the 10 person maximum. Parents MUST supervise and stay with their children at all times.
- Remember to bring any and all ingredients you will need. We have pots, pans, dishes, baking sheets, heating and cooling trays, and two outdoor grills.
- Absolutely no alcohol is permitted in the House – even for cooking.
- Please understand that families are in and out of the House all day long. You may not see many of our guests while you are here but know that the food WILL be eaten and enjoyed!
- You may photograph your group. Please do not take pictures of guests without first securing their permission.
- Cancellations hurt the House and put tremendous strain on our limited resources. Please take this into consideration when committing to a volunteer activity. If you are unable to show for your scheduled meal, please call the House immediately at 704-335-1191 to discuss alternate meal arrangements, as we appreciate your providing for the meal in any way possible.

ARRIVAL AND PARKING

- All members of your group must be healthy!
- Please park in the volunteer parking lot along the right or east side of the House – Groups may drop off their food items at the front desk near the portico before going to park their cars.
- A brief kitchen orientation or review will be conducted by a volunteer or staff member before you begin.

CLEANING UP

- Clean up should not take place prior to 7pm for dinner or 10:30am for breakfast to ensure that food remains available for guest families.
- You will store any remaining food in plastic containers provided by the House at the end of your meal. Please plan to leave any uneaten prepared food at the House for our guest families who will eat later in the night.
- Please plan to stay 30-40 minutes for clean-up. There are meal team cleanup checklists posted in the kitchen.

QUESTIONS? Please contact the Group Volunteer Manager at (704) 335-1191.

Thank you for helping to make our House a “home-away-from-home” for guest families!