



— Ronald McDonald House Charities® Eastern Wisconsin —

## F.A.Q.

www.RMHCHOME.org 414.475.5333

### Family Meal Program

#### [Will I have to bring my own dishes, serving utensils, plates, etc.?](#)

No. The House will provide all of the dishes, glasses, silverware and utensils needed to serve families.

#### [What kitchen supplies are available to me?](#)

The Family Dinner/Brunch Kitchen is equipped with all of the supplies that you will need to prepare your meal. There are bowls, baking pans, blender, serving utensils, knives, cookie sheets, skillets, pots & pans, measuring cups, an 8 burner gas stove and 4 ovens.

#### [I have a group interested in participating in the Lunch-2-Go/Family Dinner, but our numbers exceed the maximum participants in the guidelines- can we still participate?](#)

If you have a volunteer group that exceeds the number of participants stated in the guidelines, please contact the Family Meal Manager at [familymeals@rmhcmilwaukee.org](mailto:familymeals@rmhcmilwaukee.org) or 414-935-6520, to discuss what opportunities might be available.

#### [What happens if a member of my group brings food that they prepared at their home?](#)

We ask that you speak to the Family Meal Manager or Manager-on-Duty if a food item is brought in already prepared. We hope that all groups will have read the new guidelines and respect the food preparation standards set forth by RMHC Global, to ensure the safety of all food being served to our families.

#### [Will the amount of families served always be 60 for dinner, 50 for lunch, and 40 for brunch?](#)

No. As the number of families staying at the House increase, so will the numbers for the Family Meal Program. RMHC will be tracking family participation at mealtime to determine when numbers will rise. This will ensure that food is not going to waste and that all families who are staying at the House have a meal if they would like.

#### [Why can't my child participate in the Meal Program from October to April?](#)

RMHC does not allow children under the age of 14 years old to participate in the Family Meal Program during the flu season. The families staying at RMHC rely on the House as a safe and healthy place to be. During flu season, children are more susceptible of being carriers of flu & cold symptoms due to their communal school environments.

#### [If I'm unable to cook for 60 people, what other opportunities are available?](#)

If you are unable to cook for or financially feed 60 people for dinner, please consider some of the other Family Meal Program volunteer opportunities. Brunch is a great alternative since we ask that you only feed 40, and breakfast items such as eggs are cheaper. Lunch-2-Go is also a great program to consider. On Tuesdays and Thursdays, the food required to make lunches is provided, so all you need to do is get a group of people together for a 2 hour time commitment. Also look for future communications on new Family Meal Program volunteer opportunities!

#### [Should I label my drop off food items at home?](#)

You can label the food items at home or at RMHC. If the food is not labeled when it arrives at RMHC, we will ask that you put your group's name and the date of your meal on all of the items.

## Family Dinner/Brunch Program

### [If I have a recipe that requires marinating in advance can I do that at home?](#)

No. The food that you are bringing into the House should be unopened and unaltered from when you purchased it.

### [Can I cut my veggies at home to help speed up preparation?](#)

No. Any preparation of food must be done at the House. To simplify the preparation guidelines, RMHC is asking that you purchase the food and bring it to the House unaltered.

### [Does RMHC have spices I can use?](#)

Yes. RMHC will have an assorted variety of spices available for your group's use. These spices are given as donations, so if your meal requires an uncommon spice, please make sure that your group brings that spice so that you can ensure it is at the House for preparation.

### [Will I be able to come early to start cooking in a crockpot?](#)

Yes, you can come as early as 9:30am on the day of your scheduled meal. Please be aware, no maintenance of food throughout the day can be assigned to volunteers or staff of RMHC to manage.

### [If my group is catering food for the meal, does someone have to be at the House by 4:00pm?](#)

No. We ask that someone is at the House by 5:00pm to get organized in the kitchen and make sure everything is set up for dinner service at 6:00pm. Please notify the Family Meal Manager if you will be catering your food, so that staff is aware the group might not arrive until 5:00pm.

### [Why can't I come to RMHC earlier than 9:30am on the day of my scheduled meal?](#)

To be respectful of every group, we allow only the group that is scheduled on that day to be able to use the kitchens. This allows each group to come anytime between 9:30am and 6:00pm and know that the kitchen will be available for their use.

### [Can I leave any leftovers at the House?](#)

With the Family Meal Program being held daily, we are unable to maintain and accommodate food leftovers in the House. However, if there is extra food at the end of your dinner service, you may make up to 10 additional plates of food and put them in the Family Dinner/Brunch Kitchen refrigerator. The families will be aware that there will potentially be additional meals set aside and will have access to them for 24 hours. The House advises that your group bring Tupperware so that if there are extra leftover items available, you can take them with you.

### [How long will it take to clean up after Dinner/Brunch?](#)

Cleanup time depends on many factors. The meal you prepare, if your group is cleaning during the meal service, and how many people attend the meal will all influence cleanup time. The suggested allotted cleanup time is one hour. Highlights of cleanup include washing all dishes (the House does have an industrial dishwasher!), sweeping/mopping as needed, and wiping down all surfaces (counters, tables, chairs, etc.) after meal service.

## Lunch-2-Go

### [Can my Lunch-2-Go group still order subs from Jimmy Johns/Subway?](#)

Yes. If the food is being prepared in a commercial kitchen setting then it does meet the food safety criteria of RMHC. This also means that food prepared in a grocery store is acceptable as well.

### [Can I drop off my Lunch-2-Go items in advance?](#)

Yes, RMHC is able to accommodate drop-offs of food 48 hours in advance