The Ronald McDonald House is a "home away from home" for the families of children with a serious illness or injury requiring hospitalization or outpatient treatment.

We are very pleased your group has volunteered to support our families by providing a home cooked meal on our premises. It means a lot because it is one less thing they have to think about and it is one more thing that feels like home.

Dinner Group Members

It is very important that our House provides a relaxing environment for our families. To help achieve this, we ask that the group size be limited to no more than 8 people, 16 yrs. and older. (Participants under eighteen, must be supervised by at least one adult).

Menu Planning

At least two weeks before your scheduled dinner date we will ask you to provide us with your menu. This helps to ensure we do not have similar meals within the same week.

Your menu should include:

- Entrée
- Vegetable
- Salad or fruit
- Bread or potato
- Dessert (optional)

Recipe must include a detailed list of ingredients provided with the dinner food either by listing them on paper or cutting out labels from packages.

Please prepare food for 35-40 people. They will not all be present when you serve the meal at 6 p.m., but rest assured they’ll enjoy the leftovers you’ve placed in the community refrigerator when they return from a long day at the hospital.

Please bring all the necessary food items with you. We have all the required cooking utensils, pots, pans, bakeware, etc. No beverages need to be supplied as they are available at our House.

All food must be cooked in our RMHC kitchen to ensure food safety procedures, unless items are prepared in a licensed retail food establishment. This is in accordance to RMHC Global policy. We cannot serve our families food prepared in personal homes.

Key Times & Activities

**Arrival & Check-in:** You may arrive as early as 4 p.m. Please check in with the office upon arrival for orientation. Coats, purses and other personal items should be left in the office.

**Dinner Service:** Plan to have the buffet style meal ready from 6 – 7 p.m. Please ask our staff to announce when the meal is ready. During this time your group may relax in the adjoining living room while our guests...
**Key Times & Activities cont’d.**

**Clean Up:** Please begin cleaning up at 7 p.m.

Refrigerated leftover food should be:
- stored in plastic containers
- labeled with the contents
- dated and stored in the community refrigerator.

Items not needing to be refrigerated should be:
- covered in plastic wrap
- dated and left on the kitchen islands

Please **clean:**
- counters
- wipe down the stoves
- sweep the floor
- Place all dirty pots, pans, utensils, and dishes in *dishwashers*
- throw out trash and take to dumpster in garage

Cleaning supplies are located in the supply room near the Coke machine.

**Interactions with our Families**

It is important to the health and welfare of our families that we respect their privacy and provide a comfortable Home for them. Please do NOT engage in the following activities:

- Inquire about the condition of the ill child
- Take any pictures that include our families
- Share any information about the families, including posting on social media or blogs.
- Give a gift of goods, services or money to a family, volunteer or staff member

Please note that Dinner group members are **NOT** allowed to:

- Provide transportation for a family nor care for a child.
- Enter the family sleeping rooms

The Ronald McDonald House is a non-secular organization. Please do NOT share your religious or political feelings, beliefs or practices with the families.

**Health & Safety**

To help keep our families healthy and safe we ask you to:

- Stay home if you are not feeling well, have had a fever or been exposed to a communicable disease within 24 hours.
- Review the 5 Keys to Food Safety handout
- Wash your hands frequently and use the hand sanitizers provided.
- Wear plastic gloves during the meal preparation.
- Only open the front door IF you know the person.

Smoking in the house, and/or the use of alcohol or illegal drugs on our grounds is strictly forbidden.

**Dinner Group Checklist**

Did you:

- Confirm with your group the reservation details?
- Give us your menu at least two weeks prior to the dinner date?

To sign up to serve dinner, go to:  [https://rmhcannarbor.org/get-involved-2/dinner-group/](https://rmhcannarbor.org/get-involved-2/dinner-group/)

Thank you for choosing our families to serve.
Dinner Group Video-

Please share the dinner group video with your group to view prior to coming in for your reservation.

Thank you for serving our families.

Stacey Laho
Volunteer & Support Services Coordinator

https://www.youtube.com/watch?v=LuTVnzAoddc&feature=youtu.be
**Dinner Group FAQ’S**

**How many volunteers are needed to set-up and serve the meal?**
- Groups as small as 1 and as large as 8

**When are the meals served?**
- Dinner groups should arrive beginning at 4:00 p.m. to receive kitchen orientation from the manager and begin preparing the meal.
- Dinner is served at 6:00 p.m. – 7:00 p.m. nightly, groups start cleaning the kitchen at 7:00 p.m.

**How many people should we plan to serve?**
- 35 guests are expected to eat the meal. But there may just be a handful of people who are actually here at serving time, depending upon circumstances with their child.

*Leftovers are welcome! Our families will be able to access the kitchen throughout the day to help themselves. Families enjoy the meal just as much when they return later in the evening after a long day at the hospital.

**How much does an average meal cost to prepare?**
- Approximately $150, depending on menu selections.

**Do we serve to the families or do they serve themselves?**
- Food is set out buffet-style on the kitchen island from 6-7 p.m. for families to serve themselves. We also ask that you wear plastic gloves (provided), closed toe shoes, and a hat or way to pull your hair back.

**Is there an age requirement to volunteer serving a meal?**
- All volunteers must be 16 years of age or older to enter the House. All youth volunteers between the ages of 16 and 18 must be accompanied and supervised by adults.

**Does our meal need to be prepared on site?**
- YES. all food items donated to Ronald McDonald House Charities of Ann Arbor (including meals, snacks and baked goods) must be prepared and cooked in our on-site kitchens or may be catered in by a licensed retail food establishment in accordance with RMHC Global policies.
Can we donate leftovers from a catered meeting or event?
- No, due to food safety considerations, we cannot accept leftovers from a catered meeting or event.

Do you provide plates, bowls, and silverware?
- Yes, we provide plates and bowls, serving dishes, cups, etc. If you would prefer to use paper products we ask that you provide them.

Do you provide containers for leftovers?
- Yes, we provide storage container(s) for leftovers. We ask that RMHCAA volunteers label any leftovers with the food description and the date and put into the community fridge.

How do we dispose of cooking grease?
- Bring a container with a lid to place excess cooking grease in. The container may then be placed in one of kitchen garbage cans.

Do we need to plan for dietary restrictions?
- You do not have to plan for specific dietary restrictions or vegetarian options. Parents will monitor and adjust for any special diets. We do ask that you provide a balanced meal: main dish, vegetable, side dish, and dessert. If you do desire to provide a vegetarian option that is perfectly fine.
- We do ask you provide an ingredient list or the recipe of your menu to assist families who have food allergies.

What is the kitchen set-up at RMHCAA?
- We have 4 cook top range, 4 ovens, 4 microwaves, 1 refrigerator/freezers and an ice machine. There are also pots and pans provided.

Is our group allowed to eat with the families?
- You are welcome to make enough food for your group to eat as well but we do ask you wait until after dinnertime is over for families at 7:00 p.m.

Do we need to provide a themed meal?
- Although not required, we welcome themed dinners but ask you refrain from any ghoulish presentation at Halloween and use extra sensitivity at Mother’s and Father’s Day.
Dinner Group FAQ’S

Do we need to provide beverages?
- No. Families help themselves to the complimentary Coke products provided at the House.

Is there anything else we should know about serving a meal to RMHCAA families?
- Keep in mind that our families return to the House tired after a long day at the hospital. We want you to enjoy serving the families while being sensitive to the family’s overwhelming circumstances.
- Anyone who has had a cold, fever or flu-like symptoms within the previous 24 hours should not attend.
- During the flu season, which is determined by U of M Hospital, we ask anyone who hasn not had a flu shot to wear a mask throughout their time in the House.

What should we do if someone in our group is sick?
- All members of your group will go through a health screen during flu season.
- Any members who have not received the flu vaccine will be asked to wear a face mask for the duration of their time inside the House.
- Anyone who has had a cold, fever or flu-like symptoms within the previous 24 hours should not attend.

Where do we park?
- Car pool if possible as parking can be tight at times.
- Park in the RMHCAA designated lot, you will not need a permit.
- Parking in the driveway facing Washington Heights is permissible.
- Parking in any surrounding lots could result in ticketing which RMHCAA cannot be responsible for. Ask the manager when you check in if you cannot find a parking spot.

Is there anything else we should know about serving a meal to RMHCAA families?
- Keep in mind that our families return to the House tired after a long day at the hospital. We want you to enjoy serving tempered with sensitivity to the family circumstances.
Thank you for volunteering to provide a meal to the families served by Ronald McDonald House Charities Ann Arbor! We appreciate your generosity.

Below are general guidelines, menu ideas and suggested quantities. We hope you find this information helpful.

As a general guideline, please provide the following:

- Main dish with both a meat and vegetarian option
- Starch, if not included in the main dish
- Vegetable, green salad or vegetable salad *SEE BELOW
- Fresh fruit
- Bread/rolls with butter
- Optional: Dessert

Our most frequently-served meals are spaghetti, tacos, and lasagna. We have designated Friday as Taco night and Saturday as Pasta night. Please consider serving something else. Also, please provide an ingredient list when you serve the meal to assist families with food allergies.

*Suggested Serving: Salad servings should range from about ¼ cup to ½ cup per person. This means about 18 cups for 35 people. Please serve salad-related items like salad dressing, cheese, croutons, etc. on the side when possible. This helps to maximize the length of time salads stay appealing to families. You might consider serving salads in a salad bar style.
## Dinner Group Menu Ideas & Suggested Quantities for RMHCAA Meals

<table>
<thead>
<tr>
<th><strong>Entrees</strong></th>
<th><strong>Sides – Starch</strong></th>
<th><strong>Sides – Fruit or Vegetable</strong></th>
<th><strong>Bread</strong></th>
<th><strong>Dessert</strong></th>
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<tbody>
<tr>
<td>Roasts or ribs</td>
<td>Pasta: spaghetti, fettuccine, macaroni, lasagna</td>
<td>Vegetables: raw, cooked, steamed, grilled, cheese covered, sautéed, stir fried or in hot dishes</td>
<td>Bake and serve dinner rolls</td>
<td>Cookie, cakes, cupcakes or cobblers</td>
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<tr>
<td>Baked or grilled chicken or pork</td>
<td>Potatoes: mashed, roasted, scalloped, fried or in hot dishes</td>
<td>Rice: white, brown, wild, or flavored</td>
<td>Potato rolls</td>
<td>Ice cream or sorbet</td>
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<tr>
<td>Hot dishes</td>
<td>Baked beans, potato salad, pasta salad</td>
<td>Baked beans, potato salad, pasta salad</td>
<td>Corn or flour tortillas</td>
<td>Fruit pies or pizza</td>
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<tr>
<td>Chili, soups and stews</td>
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<td></td>
<td>Biscuits</td>
<td>Yogurt parfaits</td>
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<tr>
<td>Hamburgers, hot dogs or brats</td>
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<td></td>
<td>Garlic bread</td>
<td>Root beer floats</td>
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<tr>
<td>Mexican, Italian or Asian meals</td>
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<td></td>
<td>Muffins</td>
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<tr>
<td>Breakfast items</td>
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<td></td>
<td>Croissants</td>
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<tr>
<td>Sandwich or wrap platters</td>
<td></td>
<td></td>
<td>Cornbread</td>
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<tr>
<td>Potato or pasta bar with toppings</td>
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<td></td>
<td>Italian or French bread</td>
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<td></td>
<td></td>
<td></td>
<td>Pita bread</td>
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<td></td>
<td></td>
<td></td>
<td>Focaccia</td>
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</tbody>
</table>

**Visit these websites for more recipe ideas**

- [http://chefref.sysco.com](http://chefref.sysco.com)
- [www.bigrecipes.com](http://www.bigrecipes.com)
- [www.deliciousdecisions.org](http://www.deliciousdecisions.org)
- [www.homecooking.about.com](http://www.homecooking.about.com)
- [www.recipegoldmine.com](http://www.recipegoldmine.com)
- [www.razzledazzlerecipes.com](http://www.razzledazzlerecipes.com)
- [www.foodnetwork.com](http://www.foodnetwork.com)
- [http://lotsofinfo.tripod.com/foodservicelist.html](http://lotsofinfo.tripod.com/foodservicelist.html)
- [www.epicurious.com](http://www.epicurious.com)
- [www.recopelink.com](http://www.recopelink.com)
- [www.recipesource.com](http://www.recipesource.com)
- [www.allrecipes.com](http://www.allrecipes.com)
# Keeping Families Close

Dinner Group Menu Ideas & Suggested Quantities for RMHCAA Meals

<table>
<thead>
<tr>
<th>Suggested Main Course Quantities:</th>
<th>Serving per Person</th>
<th>Quantity for 50 diners</th>
</tr>
</thead>
<tbody>
<tr>
<td>Item</td>
<td></td>
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</tr>
<tr>
<td>Bacon</td>
<td>2 slices</td>
<td>6 lbs.</td>
</tr>
<tr>
<td>Casserole</td>
<td>1 cup</td>
<td>5 – 9 x 13” casseroles</td>
</tr>
<tr>
<td>Chicken or Turkey</td>
<td>¼ to 1 pound</td>
<td>20 lbs.</td>
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<tr>
<td>Chili</td>
<td>½ pound</td>
<td>25 lbs.</td>
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<tr>
<td>Fish</td>
<td>3 oz.</td>
<td>40 lbs.</td>
</tr>
<tr>
<td>Ground Beef</td>
<td>½ pound</td>
<td>26 lbs.</td>
</tr>
<tr>
<td>Ham</td>
<td>3 oz.</td>
<td>9.5 lbs.</td>
</tr>
<tr>
<td>Hot Dogs</td>
<td>2 dogs</td>
<td>100 dogs</td>
</tr>
<tr>
<td>Lunch meats</td>
<td>1 oz.</td>
<td>4 lbs.</td>
</tr>
<tr>
<td>Meatballs</td>
<td>5-6 meatballs</td>
<td>16 lbs.</td>
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<tr>
<td>Pasta</td>
<td>4 to 5 oz.</td>
<td>24 lbs.</td>
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<tr>
<td>Pizza</td>
<td>2 slices</td>
<td>100 slices</td>
</tr>
<tr>
<td>Pork Chops</td>
<td>1 chop</td>
<td>50 chops</td>
</tr>
<tr>
<td>Ribs</td>
<td>1 pound</td>
<td>50 lbs.</td>
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<tr>
<td>Roast</td>
<td>16 oz.</td>
<td>50 lbs.</td>
</tr>
<tr>
<td>Roast Cuts</td>
<td>½ pound</td>
<td>26 lbs.</td>
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<tr>
<td>Sausage</td>
<td>2 links</td>
<td>100 links</td>
</tr>
<tr>
<td>Soup – 1st course</td>
<td>1 cup</td>
<td>3.1 gallons</td>
</tr>
<tr>
<td>Soup – Entrée</td>
<td>2 cups</td>
<td>6.2 gallons</td>
</tr>
<tr>
<td>Turkey (whole)</td>
<td>1 pound</td>
<td>50 lbs.</td>
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</table>

We do carry condiments and salad dressings in our community fridge. If you desire a specific item, then we recommend you bring it.

This is only a guideline. You will be serving 35-40 people and should adjust quantities to fit accordingly.

One extra tip: Using Sign-up Genius is a helpful tool to coordinate the members in your group.
KITCHEN and FOOD PANTRY
A kitchen housekeeper is on staff to deep clean the kitchen three times a week. Each refrigerator is closely inspected and notes are left for families to discard any of their personal food suspected of spoiling. The community refrigerator is thoroughly cleaned and disinfected.
The refrigerators are equipped with a thermometer to ensure food is cooled at or below 5C/40 F. The freezer is equipped with an alarm which sounds an audible alert if the temperature rises above 32F.
The kitchen is stocked with the following food safety supplies;
  · Handwashing supplies at every sink
  · Plastic gloves
  · Cleaning supplies: disinfectant spray for cleaning the counters after use
  · A thermometer for testing the temperature of meat products to ensure they are fully cooked
  · Dishwashers and dishwasher detergent. All dishes must be washed in the dishwasher.
The evening manager inspects the food pantry in the kitchen and rotates the stock on a daily basis. Any expired food or opened packages are discarded.

ONSITE FOOD PREPARATION
Group volunteer dinners are scheduled by the volunteer coordinator. At the time the dinner is scheduled, the following guidelines are explained and provided to the group leader:
  · The “What’s Cookin’ at the Ronald McDonald House” guidelines for planning and preparing the dinner
  · The “5 Steps to Food Safety” from the World Health Organization
  · The “Group Volunteer Agreement”, which includes infection control
  · The “Ingredients List”
The guidelines listed above are also available on the RMH website. Upon arrival, the group volunteers are oriented to the kitchen by the manager on duty. The orientation includes:
  · location of supplies in the kitchen (pots/pan, silverware, utensils, dinner plates, bakeware, cutting boards, etc.)
  · review of 5 steps to food safety & infection control procedures & where to find handsoap. Plastic gloves are required to be worn during food preparation,
serving and storage.

- set up: buffet style on main island – put out plates, napkins, silverware. Dinner left available from 6:00 p.m. to 7:00 p.m. Begin cleanup at 7:00 p.m.
- location of leftover containers, Ziploc bags, masking tape & markers and Community Fridge
- point out location of cleaning supply closet and dumpsters in garage
- reminder to let the manager know to announce the dinner at 6:00 p.m.

The dinner group is instructed to serve the dinner buffet style and food is left on the counter for no more than one hour. After that time, it is packaged in sealed plastic containers and put into the community refrigerator. The container is labeled with the contents and the date.

The stored food is kept no longer than 48 hours and is inspected on a daily basis for signs of food spoilage before that time. All food must be discarded. It cannot be frozen or donated to another organization.

**Note: the desire for frugality and not wasting food is secondary to a desire for the health and safety of guests.**

**OFFSITE FOOD PREPARATION and DONATIONS**

**Baked goods:**
Home-baked goods are **not** accepted. All baked goods must be prepared in a commercial kitchen or baked on-site in the RMH kitchen. Baked goods are kept for a maximum of 48 hours and discarded after that date.

**Catered dinners:**
Food prepared at a licensed retail food establishment can be accepted for donation only if the food has been protected from contamination and has been delivered directly from the licensed establishment within a short period of time. The food should be inspected upon arrival – hot foods should still be hot, cold foods should still be cold. **NO other perishable foods are accepted.** This includes leftover food from another source, such as another organization’s event. It also includes home prepared items, such as baked casseroles (since often contain meat or poultry) or meat loaf, prepared offsite.

**Whole fruits or vegetables:**
Only whole fruits and vegetables can be accepted for donation. Produce must be used within seven days or within the date marked on the package.

**Non-Perishable foods:**
Non-perishable food must be inspected upon donation. Discard any rusted, dented or bulging cans. Discard any foods beyond the expiration date.
Please list all ingredients used in your recipes for families with food allergies. Set this sheet out with your meal when serving it to the families. If using a boxed product in your meal planning, please cut out the food label from the packaging to also lay out for the families to reference. Any questions may be directed to the manager on duty. Thank you for serving and helping keep our families safe.

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