Ronald McDonald House Charities
Family Room Meal Information

Mission & Who We Serve ................................................................. 2
Meal Program Overview ................................................................. 3
(arrival time, serve time, how many people you will serve, volunteer limits)
Volunteer Guidelines ................................................................. 4
What to Expect/Bring with You ..................................................... 5
Directions to the Family Room .................................................... 6
FAQ’s ............................................................................................... 9
Ronald McDonald House Charities

Introduction

Thank-you for your commitment in volunteering with the meal program at Ronald McDonald House Charities of Kansas City’s Family Room located at Children’s Mercy.

Our Mission is to reduce the burden of childhood illness on children and their families by:

- Creating a caring and uplifting environment;
- Providing comfortable lodging convenient to a health facility; keep families close
- Investing in affiliated programs that comfort and assist children with health concerns, and their families;
- Undertaking resource and fund development activities that support our facilities, programs and services.

Who we serve:

- Family Room Program – over 57,000 visitors
- House Program composed of 3 house locations– nearly 5,500 families with an average stay of 8 days
- We accommodate 87 families nightly
**Ronald McDonald House Charities**

**Meal Program Overview**

| **Family Room**  
| *Inside Children’s Mercy Hospital* |
|-------------------------------------------------|--------------------------------------------------------------------------------|
| **Volunteer Group Size:** | **Maximum of 10 volunteers**  
*Please understand that this limit is to help best serve our families and allow for the best volunteer experience possible for you and your group.* |
| **Meals Offered:** | Lunch, Snacks and Dinners  
Offered daily |
| **Prepare Enough For:** | Plan for 50+ people |
| **Arrival Time:** | Lunch – 10a or after  
Dinner – 4p or after |
| **Serve Time:** | Lunch – between 11a and Noon  
Dinner – between 5p and 6p  
*FRIDAY DINNERS: The Family Room closes at 7:00pm on Friday’s, it is helpful if Friday dinner is served by 5:00pm.* |
Ronald McDonald House Charities
Guidelines for The Family Room

❤️ Illness: All group members must be free of contagious illnesses (i.e. chicken pox, flu, colds, strep throat, etc.) Please ensure all members of your group engage in proper handwashing upon arrival to the Family Room and prior to food handling. For patients with weak immune systems, even a cold can be life threatening. Wash hands often or wear gloves.

❤️ Children: Any children in the group must be able to contribute to the volunteer experience and supervised by an adult at all times. Children do count in the limit of 10 volunteers. Please contact us about elementary aged groups.

❤️ Noise Level: The families who are using the Family Room are going through a stressful time, so please remember to respect their needs by keeping the environment at the House quiet and friendly.

❤️ We highly encourage volunteers to scoop servings for families in the Family Room so the food can go as far as possible. At the Family Room meals can be prepared in advance or prepared in our kitchen.

❤️ Confidentiality: Please limit your photographs to your group only. Due to our families’ confidentiality, their photographs may not be taken. Please do not exchange personal information (phone numbers, emails, addresses, etc.) with families.
Your group is responsible for planning the menu and bringing the ingredients. Please email volunteering@rmhckkc.org with your menu one week prior to the date you are scheduled to serve so we can avoid meal duplication.

Personal Belongings: We are not responsible for items that are lost or stolen. We recommend leaving valuables in the trunk of your vehicle. Don’t forget to bring in your ID to get through security.

Due to limited storage space, we ask that groups provide disposable cups, plates, bowls, flatware and napkins. If you can bring to-go boxes that is helpful since many families take their meal back to their child’s room.

Drinks will need to be provided by your group. The Family Room has several pitchers for you to use.

The Family Room is equipped with large and small serving bowls, pots, pans, pitchers, tongs, crock pots, serving spoons and serving trays. Sharp and large knives are kept in the Manager’s office, please ask the volunteer or staff member for these.

Please date and put away the leftover food (if any) once the families are done eating.

Your group is responsible for cleaning any dishes used in preparation. It is helpful if members from your group can wipe down all tables, chairs, the microwave ovens. Most groups are done with clean up between 7 and 7:30pm.
Directions & Arrival at The Family Room

If you have any questions about directions you can always call 816.234.1533

♥ You will be going to Children’s Mercy Hospital downtown; 2401 Gillham Road Kansas City, MO 64108.

♥ When pulling up to the main entrance of the hospital (there is a circle drive) and to your left you will see signs for garage parking for patients/visitors. Please let the Security guard at the window know that you are going to the Ronald McDonald Family Room to serve a meal. There are 4 levels of parking!

♥ While you are driving around to park you might see blue and green wagons near the elevators, if you do feel free to grab one or two of those to bring the food in. If not, go up the elevators to the ground floor (G).
You will need to then check in with security, just inform them you are going to the Family Room to serve a meal. Make sure adults have their ID’s and kids are symptom free.

The star on the last photo indicates where the Volunteer Services office is located, feel free to stop there for directions or to have someone walk you to the Family Room.
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♥ Past security, take a slight right and go down the long hallway to the green zone. At the end of the hall, take a right then your first left. Take the Green Elephant Elevators to the 2nd floor. Off the elevator take a right down the hall and take your first right. The Family Room is just to the left surrounded by a animal mural.
Ronald McDonald House Charities
FAQs

Will other volunteer be able to sign up if we have less than the maximum number of volunteers?

♥ No other volunteers will be able to sign up for the same date once your group has captured it, regardless of the number of volunteers you have signed up.

What do I do if I have not received correspondence about my sign up?

♥ If you are not receiving any emails from RMHC-KC or VolunteerMark about your meal, please follow up with us to confirm. You can reach us at volunteering@rmhckc.org.

Can we sign up for recurring opportunities?

♥ Yes, if you would like to serve on a reoccurring basis use the link towards top of the calendar in VolunteerMark to serve on the same day each month. You can also pick various dates by signing up for one at a time.

Can our group take a tour?

♥ Yes. A staff member or volunteer would be happy to give you a tour while you are here as long as there are no urgent family matters. Please let the staff member or volunteer that greets your group know upon arrival that you would like a tour.

How much food should we bring?

♥ We suggest ¼ pound of meat, pasta, etc. per person. This equates to 12-13lbs for the Family Room. We typically have eggs, milk, condiments, and salad dressing for you to utilize.

Do you need to know what we plan to make?

♥ For afternoon snacks, we do not need to know in advance. For all other meals, yes, please submit your menu for approval to volunteering@rmhckc.org. We watch for duplication of menus, so one location does not have the same meal multiple times in a week.