# Ronald McDonald House Charities Meal Information

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Thank you for your interest in volunteering with the meal program at Ronald McDonald House Charities of Kansas City. The following slides give an overview of Ronald McDonald House Charities, the Kansas City locations, the meal program volunteer experiences and guidelines for the Cooks for Kids Program.

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;
- 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 – 7,161 families in 2016 with an average stay of 6 days
- We accommodate 87 families nightly
- Families with children born prematurely or with birth defects, treatment for cancer, burns, heart problems, surgery, trauma and more can stay at no cost ($10 donation/night suggested).
- Priority is given to families residing 35 miles or more from the metropolitan area and are referred by their social worker at hospital.
Ronald McDonald House Charities
Meal Program Overview

Volunteers are needed to prepare meals and snacks for the guests who call Ronald McDonald House Charities of Kansas City (RMHC-KC) home while they are seeking treatment for a sick or injured child. Volunteers offer a truly priceless service for families going through immensely difficult times. Thank you for keeping families close to their sick kids.

Below are the opportunities for meals & snacks we offer at the Longfellow House, Cherry Street House, and Wylie House. All of our houses are located on the same street. Please review the Family Room introduction document for specifics about serving there (located in Children’s Mercy hospital).

Cooks for Kids Meal Program Opportunities

Your group provides ingredients and cook on site using our kitchen facilities.

♥ **Brunch** – offered Saturday or Sundays at Cherry St House and Longfellow House respectively.

♥ **Lunch** – offered daily at the Family Room. Tuesday and Thursdays at Longfellow House and Fridays at the Wylie House.

♥ **Snacks** – offered daily at the Family Room and at all three House locations (2-4pm). See snack guidelines for more information.

♥ **Dinner** – offered daily at the Family Room and daily at all three House locations (Longfellow, Cherry St and Wylie Houses).
* **Group Size:** Maximum of *10* adult volunteers

* **Meals Offered:** Dinners daily, snacks daily, brunch Saturdays.

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**Dinner:**

* **Meal Served:** 6pm
* **Volunteer Arrival:** After 4pm (please let us know if you will be earlier to make sure the kitchen is available prior to 4pm)
* **Serving:** 25-30 people

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**Brunch:**

* **Meal Served:** 10am
* **Volunteer Arrival:** After 8:30am
* **Serving:** 35-40 people

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* **Cherry St House**

  *2501 Cherry Street*  
  Kansas City, MO 64108

Do you have a larger group? Please consider signing up for more than one location. All 3 of our Houses are within walking distance on the same block!
* Group Size: Maximum of 15 adult volunteers
* Meals Offered: Dinners daily, lunch Tuesdays & Thursdays. Snacks daily and brunch Sundays

* Dinner:
  * Meal Served: 6pm
  * Volunteer Arrival: After 4pm (please let us know if you will be earlier to make sure the kitchen is available prior to 4pm)
  * Serving: 40-50 people

* Lunch:
  * Meal Served: 12pm
  * Volunteer Arrival: After 10:30am
  * Serving: 35-40 people

* Brunch:
  * Meal Served: 10am
  * Volunteer Arrival: After 8:30am
  * Serving: 35-40 people

**Longfellow House**
2502 Cherry Street
Kansas City, MO 64108

Do you have a larger group? Please consider signing up for more than one location. All 3 of our Houses are within walking distance on the same block!
* **Group Size:** Maximum of 10 adult volunteers
* **Meals Offered:** Dinners daily, Snacks daily, Lunch Fridays

* **Dinner:**
  * **Meal Served:** 6pm
  * **Volunteer Arrival:** After 4pm (please let us know if you will be earlier to make sure the kitchen is available prior to 4pm)
  * **Serving:** 25-30 people

* **Lunch:**
  * **Meal Served:** 12pm
  * **Volunteer Arrival:** After 10:30am
  * **Serving:** 25-30 people

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* Wylie House
  2525 Cherry Street
  Kansas City, MO 64108

Do you have a larger group? Please consider signing up for more than one location. All 3 of our Houses are within walking distance on the same block!
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<thead>
<tr>
<th></th>
<th>Cherry Street House</th>
<th>Wylie House</th>
<th>Longfellow House</th>
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<tbody>
<tr>
<td><strong>Volunteer Group Size:</strong></td>
<td>Up to 10 adults</td>
<td>Up to 10 adults</td>
<td>Up to 15 adults</td>
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<tr>
<td><strong>Meals Offered:</strong></td>
<td>Dinner – Daily Brunch – Saturdays</td>
<td>Dinner – Daily Lunch - Fridays</td>
<td>Dinner – Daily Brunch – Sundays Lunch – Tuesdays &amp; Thursdays</td>
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<tr>
<td><strong>Prepare Enough For:</strong></td>
<td>Dinner- 25-30 Brunch 35-40</td>
<td>Dinner - 25-30 Lunch 25-30</td>
<td>Dinner - 40-50 Brunch/Lunch – 35-40</td>
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<tr>
<td><strong>Arrival Time:</strong></td>
<td>Dinner– 4p or after Brunch – 8:30a or after</td>
<td>Dinner – 4p or after Lunch – 10:30a or after</td>
<td>Dinner – 4p or after Brunch – 8:30a or after Lunch – 10:30a or after</td>
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<tr>
<td><strong>Address:</strong></td>
<td>2501 Cherry Street Kansas City, MO 64108</td>
<td>2525 Cherry Street Kansas City, MO 64108</td>
<td>2502 Cherry Street Kansas City, MO 64108</td>
</tr>
<tr>
<td><em>Houses are located on same block</em></td>
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Ronald McDonald House Charities
General Guidelines for All Groups

♥ **Groups with Students/Children:** All high school and middle school aged groups can have a maximum of 8 volunteers and that needs to include at least one adult supervisor. **For elementary aged groups please contact us.** Children in attendance with the group must be able to actively participate in the volunteer experience and be supervised by an adult at all times. The adult supervisors are asked to please monitor the noise level and correct as needed.

♥ **Noise Levels:** Families who are staying at RMHC-KC are going through a stressful time, so please remember to respect their needs by keeping their home environment quiet, peaceful and friendly.

♥ **Illness:** All group members must be free of contagious illnesses (i.e. chicken pox, flu, colds, strep throat, etc.) when volunteering at the House. For patients with weak immune systems, even a cold can be life threatening. Please remember to wear gloves (available in kitchen) and wash hands.

♥ **Confidentiality:** Confidentiality is of the utmost importance. Please do not exchange personal information (phone numbers, emails, addresses, etc.) with our families. Limit your photographs to your group only. Due to our families’ confidentiality, their photographs may not be taken.

♥ **Mr. Bean:** You may see our House dog around. Play with him, pet him, and love him; but do not feed him. There are treats available at the front desk.

♥ **Personal Belongings:** There are locked areas to keep your personal items upon arrival, but we highly encourage you to lock your valuables in the trunk of your vehicle instead. We are not responsible for items that are lost or stolen.

*Please see FAQs at the end of the document for further information.*
Parking/Arrival: Parking is extremely limited at the Cherry Street and Longfellow Houses and there is no on-site parking at the Wylie House. Priority is given to RMHC-KC guest families. We encourage you to carpool and build in extra time to park off-site if needed. Upon arrival, ring the doorbell and the front desk will help you get settled in, feel free to park close to unload groceries. We have carts available inside as well.

Your group provides all ingredients for the meal or snack you sign up for. You are responsible for creating the menu and providing it to us in advance. Please submit your menu to volunteering@rmhckc.org at least one week in advance to avoid meal duplication.

Your staples, such as milk, eggs, salad dressings, oil, flour, and condiments are available for you to use. Please check the refrigerator for open bottles of salad dressings and other condiments before opening any from our pantry or that you bring.

You can view Menu Ideas and in season, our Fresh from the Garden items to plan your meal.

Global RMHC Food Policy – Due to food safety concerns and the well-being of our families, we request that all food be prepared in a licensed food establishment, a commercial kitchen or on-site in our kitchens. We are unable to accept food that is prepped or cooked in your home. Packaged goods from store in unopened containers and whole fruits/vegetables are acceptable to use.

You do NOT need to provide tableware, flatware, etc. We have those items in our kitchen cabinets.

We have most items needed to prepare and serve your meal – pots, pans, baking dishes, crockpots, cookie sheets, etc. If it is a basic item from the kitchen, we likely have at least one, if not multiple.

Clean Up: Help date and put away the leftover food 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. Don’t forget to start the dishwasher before you leave.

Recycle/Compost: Please place your recyclable paper, aluminum, plastics and cardboard in the appropriate bins. Before throwing away food scraps used in your meal preparation, ask a staff member what can go in the compost bin.

Please see FAQs at the end of the document for further information.
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. We would be happy to give you a tour 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.

Why didn’t we see many families when we served?

Our census is ever changing and so are the health circumstances of the sick kids. Families may choose not to attend your snack or meal, as they are often at the hospital visiting their sick kids much of the day. Your leftovers are always appreciated!

What is the best way to serve our snack?

You can serve the snacks on the counter and leave out for families to grab. If you are leaving items that eventually need to be refrigerated, please let the front desk know.

Should we provide drinks?

They are always appreciated! We have pitchers if you want to bring drink mixes.

Can we bring in food that is prepped ahead of time and cook it there?

No. Due to food safety concerns and the well-being of our families, we request that all food be prepared in a licensed food establishment, a commercial kitchen or on-site in our kitchens. We are unable to accept food that is prepped or cooked in your home. Packaged goods from store in unopened containers and whole fruits/vegetables are acceptable.